

## search & EMPLOY<sup>®</sup>

NOVEMBER + DECEMBER 2015 VOLUME VIII ■ ISSUE 6

### Opportunities in Law Enforcement

### Opportunities in Information Technology



# Houston Police Department Is “Calling All Veterans” to Apply





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- Register** in our database
- www.recruitmilitary.com
  - 980,000+ job postings from 4,500+ employers
  - Get invitations to job fairs near you
  - Get job alerts matching your experience
  - Get our monthly email jobs newsletters, *The VetTen* and *The Veteran Job Seeker Bulletin*

- Attend** our all-veteran job fairs
- <https://events.recruitmilitary.com>
  - 101 events nationwide in 2015; 102 events in 2016; schedule in this magazine
  - Recruiters from employers, franchisors, schools
  - Great venues - stadiums, arenas, speedways
  - Post-event surveys show 55%+ of job seekers expect to get interviews as a result of attending
  - Read “How to Work a RecruitMilitary Opportunity Expo” in this magazine

- Read** this magazine
- Articles about successful veterans in Corporate America
  - Directories of employers, franchisors, and schools that actively recruit veterans
  - Research guides to industries and occupations
  - Digital replica of this issue and PDF’s of past issues accessible from <http://rmvets.com/SearchEmploy>
  - Read “Surf Your Way to a Job with Digital Search & Employ®” in this magazine
  - Articles from past issues at <http://search-and-employ.com>

- Participate** in our webinars
- Register via links on our Facebook and LinkedIn pages
  - Past webinars are viewable on YouTube

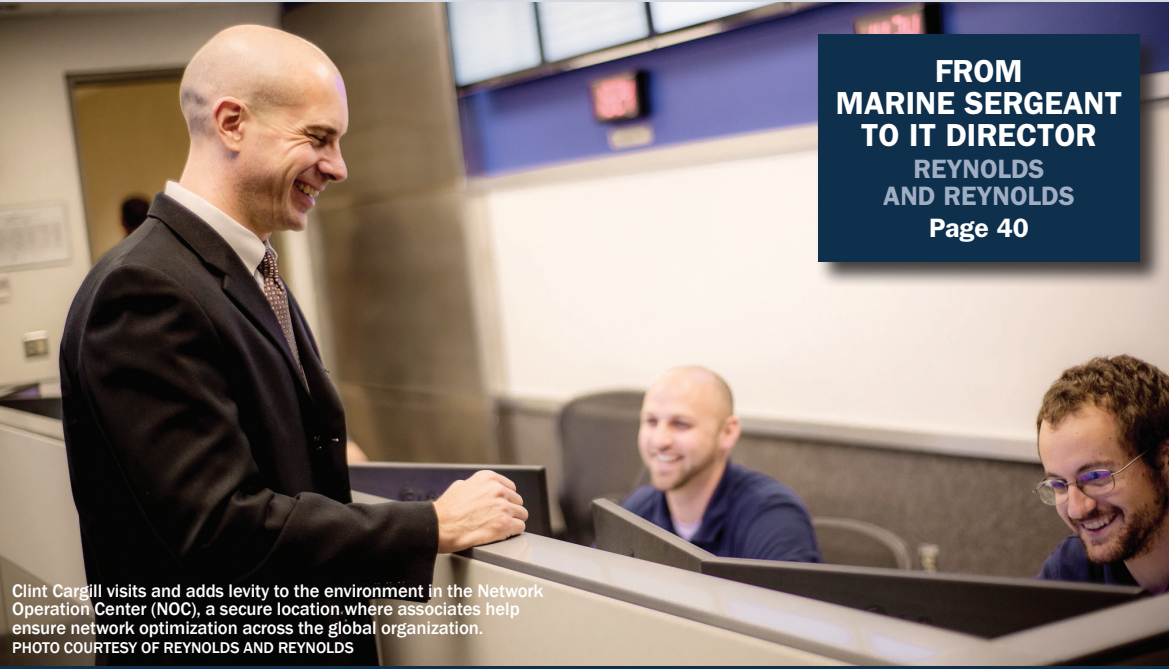
- Access** our job search resources
- Register in our database, then access <https://board.recruitmilitary.com/candidate/resources>
  - Keyword-searchable articles at <http://search-and-employ.com>

- Brush up** your resume
- Help at <http://recruitmilitary.com/resume-writing>
  - Webinar at <http://rmvets.com/6ResumeTips>

- Follow us** on Facebook
- [www.facebook.com/recruitmilitary](http://www.facebook.com/recruitmilitary)
  - 84,000+ people like our page
  - 500,000 unique visitors weekly
  - 10,000-15,000 unique visitors interact with us weekly

- Tweet** along with us
- 8,400+ followers at <http://twitter.com/#1/recruitmilitary>
  - all job Tweets at [https://twitter.com/#1/rm\\_jobs](https://twitter.com/#1/rm_jobs)

- Join us** on LinkedIn
- Get news, insights, and opportunities at [www.linkedin.com/company/recruitmilitary](http://www.linkedin.com/company/recruitmilitary)
  - Network with us at [www.linkedin.com/groups/RecruitMilitary-2979225](http://www.linkedin.com/groups/RecruitMilitary-2979225)
  - 12,400+ people follow our company page
  - 3,000+ people belong to our groups



**FROM  
MARINE SERGEANT  
TO IT DIRECTOR**  
REYNOLDS  
AND REYNOLDS  
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Clint Cargill visits and adds levity to the environment in the Network Operation Center (NOC), a secure location where associates help ensure network optimization across the global organization. PHOTO COURTESY OF REYNOLDS AND REYNOLDS

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and a veteran of the  
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A note from Peter

by PETER GUDMUNDSSON



Welcome to the November-December issue of RecruitMilitary's *Search & Employ*®. This time, our featured industries are law enforcement, security, information technology, and telecommunications.

It has been a tough year for police departments around the country. Elements of our society have come close to declaring war on the women and men of our police forces under a misguided characterization of "social justice." Yet, despite their largely fictitious narratives – and efforts of the media who enflame them – our men and women in blue and khaki continue to defend our lives and property.

LAW ENFORCEMENT AND VETERANS

The moral calling to serve in law enforcement, even in the face of ingratitude and injustice, will be familiar to military veterans. While today's veterans enjoy much better support and acceptance than their Vietnam-era comrades of a generation ago, there is still a common understanding of what it means to serve.

Law enforcement is a popular profession among transitioning and veteran personnel. As I write this in late September, 68,915 men and women who have registered in our database of job seekers at [www.recruitmilitary.com](http://www.recruitmilitary.com) selected law enforcement as a future work interest. By registering and identifying that interest, those veterans have made themselves easy to find by recruiters for law enforcement agencies and private security firms who search the database.

If you have not yet registered, I urge you to do so. Registrants also receive invitations to our job fairs, notifications of job openings in occupations and/or industries in which they have expressed an interest, our *VetTen* monthly jobs newsletter, and more. In addition, they can also search our job postings – more than 975,000 of them as I write this.

== ABOUT ==



RecruitMilitary, the publisher of *Search & Employ*®, is a full-service military-to-civilian recruitment firm that connects job seekers who have military backgrounds with employers, franchisors, and educational institutions.

Our hiring services are free to men and women of all ranks/rates and all branches of the service who are transitioning from active duty to civilian life, veterans who already have civilian work experience, members of the National Guard and reserves, and military spouses and other family members.

In addition to publishing *Search & Employ*®, we produce Veteran Opportunity Expos throughout the United States, operate a job board and a database of more than 800,000 registered job seekers at [www.recruitmilitary.com](http://www.recruitmilitary.com), email a monthly jobs newsletter called *The VetTen*, maintain a website that carries links to employers' sites and careers pages, and conduct direct recruiting.

All of RecruitMilitary's senior officers and most of our other employees have served in the armed forces. RecruitMilitary was founded in 1998 by Drew Myers, formerly a captain in the United States Marine Corps.

In 2011, RecruitMilitary received the First Annual Lee Anderson Small Business Veteran and Military Spouse Employment Award from the U.S. Chamber of Commerce Foundation's Hiring Our Heroes program. The program recognized RecruitMilitary as a specific business that has "gone above and beyond to honor the sacrifices our military families make in their service to our nation."

In 2012, RecruitMilitary received the first annual One More Way Award from The Sierra Group Foundation. The foundation established the award to recognize people or companies whose support results in awareness of, and job opportunities for, people with disabilities. The Sierra Group Foundation ([www.thesierragroup.com/foundation.htm](http://www.thesierragroup.com/foundation.htm)) is a non-profit organization whose mission is "to drive up employment for people with disabilities, including veterans."

IT AND TELECOM

The rise of cybercrime and even cyber warfare has been fueling demand for veteran talent. Information technology and telecommunications companies are clamoring for veterans of all types. Much of the activity in those areas is directed by project managers who might be called small unit leaders or staff personnel in a military context.

Communications have always been the hallmark of the veteran experience. As Napoleon said, "The secret of war lies in the communications." Telecommunications and media companies in particular have a wide range of positions that they seek to fill. Whether in an office or in the field, there is likely to be a position for the transitioning or civilian-experienced veteran.

A VERY GOOD YEAR

The year 2015 has been a very good one for our mission at RecruitMilitary: to help organizations excel by attracting, appreciating, and retaining America's best talent – it veterans. Our job fairs have continued to register solid growth – and to generate glowing testimonials from job seekers and exhibitors alike. *Search & Employ*® is concluding its best year ever in terms of advertising revenue and pages of paid advertising – 272 pages in 2015 versus 242¾ in 2014. And 2016 looks even better.

LOOKING FORWARD

The New Year is almost upon us. Good luck in realizing your career goals; and, as always, look to RecruitMilitary to steer you to the best opportunities for your future.

Best wishes,  
Peter A. Gudmundsson  
CEO and president, RecruitMilitary  
[peter@recruitmilitary.com](mailto:peter@recruitmilitary.com)

Surf your way to a job with digital

by MIKE FRANCOMB



Search & Employ®

We publish *Search & Employ*® bimonthly in print and as a digital replica of the print magazine – and digital S&E can serve as a surfboard to a great job-finding adventure for veteran job seekers. You can access the digital version of this issue from <http://rmvets.com/SearchEmploy>. Also accessible from that link are PDF's of all issues going back to 2008. Each issue has two editorial themes, or topics, that are the subjects of articles, directories, and research guides in that issue.

LIVE LINKS

All of the URL's that appear in the ads, articles, directories, and research guides of the print magazine are live links in digital S&E. So you can surf straight from digital S&E to the linked corporate and government websites, documents, etc.

In our directories, we list employers, franchisors, and educational institutions that have done a large amount of business with us recently. Their relationships with us are proof positive that they are interested in doing business with veteran job seekers. In the research guides, we list sources of background and employment information on the industries and occupations that are associated with the themes.

Transition counselors, veteran employment representatives, and recruiters for all kinds of organizations strongly advise job seekers to conduct research on industries, occupations, and companies that interest them. Our directories and research guides can help veteran job seekers get started with this essential work.

SURF TO OTHER THEMES

The themes of the issue you are reading are law enforcement and information technology/telecommunications. But what if your interests lie elsewhere? Thanks to digital publishing technology, you can surf to issues that have other themes, then take off from there.

The themes of the previous issue, September-October 2015, were **Healthcare** and **Retail**.

A link to that issue: <http://rmvets.com/SE46dig>

Links to pages that carry its research guides and directories:

Healthcare Directory:	<a href="http://rmvets.com/SE46hed">http://rmvets.com/SE46hed</a>
Healthcare Research Guide	<a href="http://rmvets.com/SE46her">http://rmvets.com/SE46her</a>
Retail Directory	<a href="http://rmvets.com/SE46rtd">http://rmvets.com/SE46rtd</a>
Retail Research Guide	<a href="http://rmvets.com/SE46rtr">http://rmvets.com/SE46rtr</a>

Links to earlier issues:

July-August 2015 – themes: <b>Transportation/Logistics</b> and <b>Manufacturing</b> .	
Issue	<a href="http://rmvets.com/SE45dig">http://rmvets.com/SE45dig</a>
Transportation/Logistics Directory	<a href="http://rmvets.com/SE45tnd">http://rmvets.com/SE45tnd</a>
Transportation/Logistics Research Guide	<a href="http://rmvets.com/SE45tnr">http://rmvets.com/SE45tnr</a>
Manufacturing Directory	<a href="http://rmvets.com/SE45mnd">http://rmvets.com/SE45mnd</a>
Manufacturing Research Guide	<a href="http://rmvets.com/SE45mnr">http://rmvets.com/SE45mnr</a>
May-June 2015 – themes: <b>Energy/Utilities</b> and <b>Education</b> .	
Issue	<a href="http://rmvets.com/SE44dig">http://rmvets.com/SE44dig</a>
Energy/Utilities Directory	<a href="http://rmvets.com/SE44eud">http://rmvets.com/SE44eud</a>
Energy/Utilities Research Guide	<a href="http://rmvets.com/SE44eur">http://rmvets.com/SE44eur</a>

March-April 2015 – themes: **Opportunities in Franchising** and **Opportunities in Government**.

Issue	<a href="http://rmvets.com/SE43dig">http://rmvets.com/SE43dig</a>
Franchise Directory	<a href="http://rmvets.com/SE43frd">http://rmvets.com/SE43frd</a>
Franchise Research Guide	<a href="http://rmvets.com/SE43frr">http://rmvets.com/SE43frr</a>
Government Agency Directory	<a href="http://rmvets.com/SE43gvd">http://rmvets.com/SE43gvd</a>
Government Employment Research Guide	<a href="http://rmvets.com/SE43gvr">http://rmvets.com/SE43gvr</a>

January-February 2015 – themes: **Financial Services/Insurance** and **Defense/Aerospace**.

Issue	<a href="http://rmvets.com/SE42dig">http://rmvets.com/SE42dig</a>
Financial Services/Insurance Directory	<a href="http://rmvets.com/SE42fsd">http://rmvets.com/SE42fsd</a>
Financial Services/Insurance Research Guide	<a href="http://rmvets.com/SE42fsr">http://rmvets.com/SE42fsr</a>
Defense/Aerospace Directory	<a href="http://rmvets.com/SE42dfd">http://rmvets.com/SE42dfd</a>
Defense/Aerospace Research Guide	<a href="http://rmvets.com/SE42dfr">http://rmvets.com/SE42dfr</a>

ARTICLES FROM OTHER ISSUES

In addition, keyword-searchable articles going back several years – and content that has not appeared in print/digital S&E – are accessible at <http://search-and-employ.com>. For example, here is a link to a law-enforcement article that appeared in the November-December 2013 issue: <http://search-and-employ.com/a-veteran-success-james-d-browning/>. Best of luck in your job search, and thank you for serving in the armed forces of the United States.✦

Mike Francomb is senior vice president of marketing – candidate services – at RecruitMilitary and a former captain in the United States Army. Contact him at [mike@recruitmilitary.com](mailto:mike@recruitmilitary.com).

BACK ISSUES | [RMVETS.COM/SEARCHEMPLOY](http://rmvets.com/searchemploy)



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EDUCATOR OUTREACH DIRECTORY

The institutions listed below have demonstrated their commitment to the education of veterans by using RecruitMilitary products and services. All of the URL's below are live links in the digital replica of *Search & Employ®*. You can access the digital magazine as well as PDF's of this issue and back issues from <http://mvets.com/SearchEmploy>.

**Academy of Art University** [www.academyart.edu/military](http://www.academyart.edu/military)  
Academy of Art University embraces the military by transforming aspiring servicemembers into professional artists and designers with its offerings of AA, BA, BS, BFA, B.Arch, MA, MFA, M.Arch, and CTC degrees and certificates.

**Aviation Institute of Maintenance** [www.aviationmaintenance.edu](http://www.aviationmaintenance.edu)  
With 11 campuses coast-to-coast, AIM is one of the largest and most prestigious institutions of its kind. AIM's AMT training is designed to provide students with the skills to pass the FAA's exam and become certified aviation mechanics.

**Education Corporation of America (ECA)** [www.ecacolleges.com/](http://www.ecacolleges.com/)  
ECA schools Virginia College and its Culinary Institute, Golf Academy of America, Ecotech Institute, and New England College of Business offer certificate courses and associate, bachelor's, and master's degrees on campus and online.

**Great Lakes Truck Driving School** <http://greatlakestruckdrivingschool.com>  
Great Lakes Truck Driving School is honored to serve our veterans as the nation's premier CDL, Heavy Equipment Operation, & Oilfield training facility, with job placement in the transportation, construction, drilling & pipeline industries.

**Heavy Equipment Colleges of America** <http://heavyequipmentcollegesofamerica.com/>  
As military-friendly schools, we understand the unique challenges that come with the transition to civilian life. With 3 locations, we offer heavy equipment training often needed to compete for high-paying entry-level positions.

**Heavy Equipment College of Oklahoma** [www.ok-cc.com/](http://www.ok-cc.com/)  
The Heavy Equipment College of Oklahoma offers one of the most respected heavy equipment training programs in the country. We offer hands-on training and "real world" experience in the field from our industry leading instructors.

Argosy University	<a href="http://www.argosy.edu">www.argosy.edu</a>
Barber School of Pittsburgh	<a href="http://barberschoolofpittsburgh.com/">http://barberschoolofpittsburgh.com/</a>
Dallas Baptist University	<a href="http://www.dbu.edu/">www.dbu.edu/</a>
DeVry University	<a href="http://www.Military.devry.edu">www.Military.devry.edu</a>
Gardner-Webb University	<a href="http://www.gardner-webb.edu/military">www.gardner-webb.edu/military</a>
Heavy Equipment College of Georgia	<a href="http://www.georgiacc.com">www.georgiacc.com</a>

Academy College	<a href="http://www.academycollege.edu/">www.academycollege.edu/</a>
American National University	<a href="http://www.an.edu">www.an.edu</a>
American University of Integrative Sciences	<a href="http://www.auls.edu/">www.auls.edu/</a>
American University	<a href="http://www.american.edu">www.american.edu</a>
Asher College	<a href="http://www.asher.edu/">www.asher.edu/</a>
Associated Technical College	<a href="http://www.atcla.edu/">www.atcla.edu/</a>
Auburn University	<a href="http://www.auburn.edu/">www.auburn.edu/</a>
Belmont Abbey College	<a href="http://www.bac.edu/">www.bac.edu/</a>
Boston College	<a href="http://www.bc.edu/">www.bc.edu/</a>
Broward College	<a href="http://www.broward.edu">www.broward.edu</a>
Bryan University	<a href="http://bryanuniversity.edu/">http://bryanuniversity.edu/</a>
Builder's Academy	<a href="http://www.buildersacademy.com/">www.buildersacademy.com/</a>
Cambridge Business Institute	<a href="http://cambridge-edu.com/">http://cambridge-edu.com/</a>
Canyon State Institute	<a href="http://www.computerskillsinstitute.com/">www.computerskillsinstitute.com/</a>
Carnegie Mellon University	<a href="http://www.cmu.edu/">www.cmu.edu/</a>
CDA Technical Institute	<a href="http://www.cda.edu">www.cda.edu</a>
Center for Technology Training	<a href="http://www.cttschool.com/">www.cttschool.com/</a>
Central Michigan University	<a href="https://www.cmich.edu/">https://www.cmich.edu/</a>
Century College	<a href="http://www.century.edu/">www.century.edu/</a>
College Of Instrument Technology	<a href="http://www.cit-la.com">www.cit-la.com</a>
Colorado Christian University	<a href="http://www.ccu.edu">www.ccu.edu</a>
Colorado State University	<a href="http://www.colostate.edu">www.colostate.edu</a>
Columbia Southern University	<a href="http://www.columbiasouthern.edu">www.columbiasouthern.edu</a>
Columbia University	<a href="http://www.columbia.edu">www.columbia.edu</a>
CyberTex	<a href="http://www.cybertex.edu">www.cybertex.edu</a>
DePaul University	<a href="http://www.depaul.edu">www.depaul.edu</a>
Drexel University	<a href="http://www.drexel.edu">www.drexel.edu</a>
Duquesne University	<a href="http://www.duq.edu">www.duq.edu</a>
Eastern Washington University	<a href="http://www.ewu.edu">www.ewu.edu</a>
Eckerd College	<a href="http://www.eckerd.edu/pel/">www.eckerd.edu/pel/</a>
ECPI University	<a href="http://www.ecpi.edu/">www.ecpi.edu/</a>
Ferris State University	<a href="http://www.ferris.edu/">www.ferris.edu/</a>
Florida National University	<a href="http://www.fnu.edu/">www.fnu.edu/</a>
Florida Vocational Institute	<a href="http://www.fvi.edu/">www.fvi.edu/</a>
Fordham University	<a href="http://www.fordham.edu">www.fordham.edu</a>
George Washington University	<a href="http://www.gwu.edu">www.gwu.edu</a>
Hagerstown Community College	<a href="http://www.hagerstowncc.edu">www.hagerstowncc.edu</a>
Harvard University	<a href="http://www.harvard.edu">www.harvard.edu</a>
Heritage Institute	<a href="http://www.heritage-education.com">www.heritage-education.com</a>
Hillsborough Community College	<a href="http://www.hccfl.edu/">www.hccfl.edu/</a>
Houston Community College	<a href="http://www.hccs.edu/">www.hccs.edu/</a>
Indiana Tech Law School	<a href="http://law.indianatech.edu/">http://law.indianatech.edu/</a>
Indiana Wesleyan University	<a href="http://www.indwes.edu">www.indwes.edu</a>
International Diving Institute	<a href="http://www.ididiver.com/">www.ididiver.com/</a>
ITT Educational Services, Inc.	<a href="http://www.itt-tech.edu">www.itt-tech.edu</a>
Kennesaw State University	<a href="http://www.kennesaw.edu">www.kennesaw.edu</a>
Legends Real Estate School	<a href="http://www.legendsrealestateschool.com/">www.legendsrealestateschool.com/</a>
Loyola University	<a href="http://www.loyola.edu">www.loyola.edu</a>
Midwestern University	<a href="http://www.midwestern.edu">www.midwestern.edu</a>

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**Strayer University** [www.strayer.edu/admissions/military/tuition-assistance](http://www.strayer.edu/admissions/military/tuition-assistance)  
Strayer University offers military scholarships & can assist in the use of Tuition Assistance programs & Veteran Benefits. Get credit for the things you've already done & choose from classes online, on campus or both. 1.866.324.5918.

**The Art Institutes** [www.artinstitutes.edu/](http://www.artinstitutes.edu/)  
The Art Institutes system of schools is a leading provider in creative education. Through guidance and technology, we foster and facilitate an inspiring community of creativity in the areas of design, media arts, fashion, and culinary.

**Troy University** [www.troy.edu/](http://www.troy.edu/)  
Troy University, a proud partner of military service members, veterans, and their families for over 50 years, is consistently recognized as a leading "military friendly" institution. TROY is proud to be a Yellow Ribbon university.

**Utah Valley University School of Aviation Sciences** [www.uvu.edu/aviation/](http://www.uvu.edu/aviation/)  
UVU stands out as a top choice for honored veterans seeking an excellent safety record, rigorous flight training, and great career placement. UVU operates one of the safest and most advanced training aircraft fleet in the world.

**Veteran Adjusting School** <http://vas-trained.com/>  
VAS offers a catastrophe insurance adjuster program that puts you in the field in just 3 months. Your military experience is perfect for this lucrative and honorable career. Webinar and hands-on training and great job placement.

Heavy Equipment College of California	<a href="http://www.ccc-north.com">www.ccc-north.com</a>
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The University of Arizona – Online	<a href="http://uaonline.arizona.edu/">http://uaonline.arizona.edu/</a>
Touro College	<a href="http://www.touro.edu/veterans">www.touro.edu/veterans</a>
Unitek College	<a href="http://www.unitekcollege.edu/">www.unitekcollege.edu/</a>
University of Pittsburgh	<a href="http://www.pitt.edu/">www.pitt.edu/</a>

Milestone Technical Institute	<a href="http://www.milestoneinstitute.com/">www.milestoneinstitute.com/</a>
Minnesota State University-Mankato	<a href="http://www.mnsu.edu">www.mnsu.edu</a>
National American University	<a href="http://www.national.edu">www.national.edu</a>
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New York Film Academy	<a href="http://www.nyfa.edu/veterans/">www.nyfa.edu/veterans/</a>
New York University	<a href="http://www.nyu.edu">www.nyu.edu</a>
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Peak Technical Institute Unexploded Ordnance (UXO)	<a href="http://www.uxoglobal.com">www.uxoglobal.com</a>
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## THE MISSION CONTINUES

Opportunities in Law Enforcement

**SUCCESSFUL VETERANS SAY THAT JOINING THE MILITARY WAS A CALLING.**  
It was not about a regular paycheck or seeing the world. It was about protecting the American way of life. They put on their uniforms every day because they felt it was their duty, and they saw the military as an opportunity to do something that matters.

Veterans have the opportunity to continue that noble mission all over America by becoming police officers, correctional officers, or employees of federal agencies such as the United States Marshals Service. And the best part? Veterans are a top choice among all of these options.

Recruiters for police departments, correctional organizations, and security firms throughout the United States know that their best applicants are the men and women who have put on a military uniform year after year – people who have faced down their fears in places such as Iraq and Afghanistan – people with such qualities as leadership, initiative, self-discipline, and a great work ethic.

► **FAMILIAR TERRITORY.** Former servicemembers will find a lot that’s familiar when they join a law-enforcement agency. The organizational structure of most agencies resembles that of the armed forces. Many of the jobs involve irregular hours, multiple responsibilities, and personal danger. Plus, one key to success involves building community relationships – as the military discovered long ago on its international missions.

► **THE EMPLOYERS.** There are three main kinds of employers in law enforcement and security:

state and local agencies, federal agencies, and private businesses. State and local agencies include the police departments of towns, cities, and counties; county sheriff’s offices; and state police.

The largest federal agencies with law-enforcement missions include: U.S. Customs and Border Protection, the Federal Bureau of Prisons, the Federal Bureau of Investigation (FBI), and U.S. Immigration and Customs Enforcement. The smaller agencies include the U.S. Marshals Service, U.S. Postal Inspection Service, U.S. Capitol Police, and even the Veterans Health Administration.

Private businesses in law enforcement and security include private detective and investigation companies, correctional organizations, and security guard and gaming surveillance firms. Private security firms provide security for private individuals and for private, corporate, and government property.

► **THE JOBS.** The Bureau of Labor Statistics (BLS), a part of the U.S. Department of labor, classifies law-enforcement and security jobs as Protective Service Occupations (SOC 33-0000; see “Your Guide to Industrial and Occupational Employment Statistics” in this magazine). The BLS analyzes future demand for different types of goods and services, and then

### What’s the difference?

#### SWORN & NON-SWORN

Descriptions of jobs in law enforcement refer to “**sworn personnel**,” also known as “sworn officers;” and to “**non-sworn personnel**,” or “civilian employees.” There are many definitions of “sworn personnel.” Commonly cited factors include:

They have taken an oath of office. They have the power of arrest. They are authorized to carry firearms. They wear or carry a badge. Most sworn personnel are uniformed police officers and plain-clothes detectives. Most non-sworn personnel are correctional officers, probation officers, and members of office staffs and other support staffs.

projects the employment necessary to produce them. Most of the 10.8 percent employment growth between 2012 and 2022 is projected to be in service-providing industries. (The BLS updates these statistics every two years; the most recent update was in 2014 and includes projections for the years 2012-2022.) For details, visit [www.bls.gov/emp/ep\\_table\\_102.htm](http://www.bls.gov/emp/ep_table_102.htm) and read the BLS article, “Occupational Em-

ployment Projections to 2022,” at [www.bls.gov/opub/mlr/2013/article/occupational-employment-projections-to-2022.htm](http://www.bls.gov/opub/mlr/2013/article/occupational-employment-projections-to-2022.htm).

Protective Service Occupations are expected to add 263,000 jobs between 2012 and 2022 and increase 7.9 percent. That’s about as fast as the average occupation. The largest employers are local government (1,402,000) and investigation and security services (647,800).

According to the BLS, all but one occupation in SOC 33-0000, Parking Enforcement Workers (SOC 33-3041), are projected to grow from 2012 to 2022. An overall concern for security and public safety are the reasons for the growth. Also, jobs will be added as the demand increases for emergency responders to meet the needs of an aging population.

The fastest-growing detailed occupation in SOC 33-0000 is Security Guards (SOC 33-9032).

This category is projected to grow 12.1 percent and increase by 129,600 positions, nearly half the new jobs in SOC 33-0000. Local government and investigation and security services are projected to account for 65.2 percent of new security guard jobs.

About 9 out of 10 jobs created in protective services will

Continued on Page 30

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# HOUSTON POLICE DEPARTMENT

## Is "Calling All Veterans" to Apply

[WWW.HPDCAREER.COM](http://WWW.HPDCAREER.COM)

CHARLES A. VAZQUEZ

PHOTO COURTESY OF HOUSTON POLICE DEPARTMENT

THE HOUSTON POLICE DEPARTMENT STRIVES to be the finest law enforcement agency in the United States. It has the highest basic hiring prerequisites of all law enforcement agencies in Texas – among them:

- 18 months of active duty military service with an honorable discharge, or
- 48 semester hours of college credit with a 2.0 grade point average, or
- 5 years of full-time law enforcement experience.

With over forty-five divisions in the Houston Police Department, there is a job assignment for every officer's interest. Assignments include patrol, SWAT, homicide, narcotics, vice, helicopters, K9, bomb squad, dive team, auto theft, gangs and many more.

First-year officers can earn from \$49,831 to \$64,071, plus benefits. HPD recruiters have designed a process that enables out-of-town candidates to complete their applications in just one trip to Houston. On average, the complete recruiting process takes about 90 days.

A servicemember who has not finalized his or her service may still apply. The candidate must provide a letter from his or her commander stating the approximate separation date and indicating that an honorable discharge is anticipated.

There are many proud veterans, guardsmen/guardswomen, and reservists serving in all ranks of the Houston Police Department. In September 2015, the Employer Support of the Guard and Reserve (ESGR) recognized HPD for its support of its military employees.



▲ HPD LEADERS PLEDGE THEIR SUPPORT FOR OFFICERS SERVING IN THE NATIONAL GUARD AND RESERVE MILITARY COMPONENTS.

### FROM ARMY TO ASSISTANT CHIEF

Charles A. Vazquez, an assistant chief of police, served in the United States Army for nearly eight years before separating as a sergeant. "I joined through the Delayed Entry Program in 1984 and went to Basic Training in Fort Bliss, Texas, in May of 1985," he said. "My initial MOS was 16D - Hawk Missile Crewmember. I was promoted from E-1 to E-2 before graduation from Basic/AIT. After that, I was stationed in Schweinfurt, Germany, for two years. I attained the rank of specialist E-4(p) during this time."

"I returned to Fort Bliss in November 1987. My MOS was being phased out, but during the remainder of my service

in this MOS, I was promoted to Corporal (E-4)."

"In April 1989, I re-enlisted to change my MOS to 93C - Air Traffic Control Operator. After ATC school at Fort Rucker, Alabama, I was deployed to Seoul, South Korea, for 12 months on an unaccompanied tour. After that, I was stationed at Fort Campbell, Kentucky."

"Thirty days after arriving in Fort Campbell, I was deployed to Riyadh, Saudi Arabia, for Operation Desert Shield/Desert Storm, where I remained for nine months. I worked in the control tower at King Fahd International Airport. Just before the ground war began, I was deployed with my squad north of TAP Line Road, and helped to set up a tactical control tower at Campbell Rapid Refuel Point for the remainder of Desert Storm. After Desert Storm, I returned to Fort Campbell to finish out the remainder of my second four-year enlistment. I ended my service in December 1992."

Vazquez joined the Houston Police Department in January 1993, but not as a police officer. "I actually joined as a civilian employee," he said. "Prior to leaving the Army, I attended an air traffic control screening program for the Federal Aviation Administration in Oklahoma City. I needed a job in the interim before getting the call from the FAA, so I became a police dispatcher."

"The FAA started a hiring freeze shortly thereafter. A couple of police officers talked me into applying to the Houston Police Academy. Making the commitment to apply was the best decision I ever made."

Vazquez became a police cadet in August 1994 and a police officer in March 1995. He was promoted to sergeant in 2002, lieutenant in 2005, captain in 2011, and assistant chief in 2013.

Vazquez credits much of his success at HPD to what he learned in the military. "My military experience has been invaluable to not only my career, but my life in general," he said. "It taught me about discipline, hard work, and the ability to deal positively with adversity."

"Without a doubt, the ability to stay positive in the most trying of situations is probably the greatest skill I learned," he said. "No matter how tough the task or unpleasant the assignment, if you keep your eyes on the prize, you will be successful and inspire others to do the same. In turn, others will inspire you and the professionalism and success of your organization will be raised."

He believes the Houston Police Department is a great place for veterans. "Basic skills acquired in the military – self-discipline, ethical behavior, pride in a job well done, taking care of your battle buddies, respect for diversity, and the ability to maintain your professionalism – are part and parcel to a police officer's every day routine."

Vazquez encourages people to follow their dreams. "First off, service to one's country is the highest calling one can participate in," he said. "I applaud and revere the service of people who choose to make the military a career."

"For those who want to follow other dreams, my best advice is 'Go for it!' If those dreams include serving as a police officer, you cannot find a finer organization to serve than the Houston Police Department."

# JOIN THE HOUSTON POLICE DEPARTMENT



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[HPDCAREER.COM](http://HPDCAREER.COM)

AUSTIN HUCKABEE, a police officer in the Houston Police Department's Crime Reduction Unit, Gang Division, spent eight years in the Army, separating as a captain. He served from 2007 to 2015 – four years on active duty and four years in the Army Reserve. He served as an Abrams tank platoon leader, a light infantry platoon leader, and a battle captain for a combined arms heavy cavalry battalion.

Huckabee joined the Houston Police Department in 2012, and worked as a patrol officer for three years. In 2015, he joined the Gang Division's Crime Reduction Unit, which proactively addresses crime in areas experiencing high rates of narcotics activity, violent crime, and gang activity.

In his three years of service, Huckabee has been awarded twelve letters of commendation and two Life-saving Awards; and he has been named the Crisis Intervention Team's Officer of the Quarter. Now he helps train HPD officers on how to address catastrophic injuries. In addition, he is preparing for future opportunities with HPD, having completed both basic and advanced SWAT certifications.

Huckabee understands that his military experience

helped him become part of the Houston Police Department. "My experiences as a combat leader made me resourceful, driven to get results, and goal-focused," he said. "Those skills helped me find a career quickly with the department."

"My skills as a combat arms leader – which included handling large responsibilities regarding personnel and equipment, knowing down to the smallest detail any of my assigned areas of operation, and cross-cultural interpersonal skills – have all played a significant role in my career as a police officer. It is critical that I develop relationships with the hardworking families and business

owners in my patrol areas, as these relationships can often play a critical part of developing information relevant to crimes committed near these residents."

Another important attribute learned in the military: Leadership. "I learned the significance of maintaining a command presence as a leader, a sense of professionalism and duty, and a commitment to finishing a job even if it was frustrating," said Huckabee. "All these attitudes transfer very well to the law enforcement world, where instead of being committed to improving a neighborhood in a third world country 5,000 miles from home, I am committed to improving my own community and raising

the standard of living for those folks that want to work hard and make an honest living."

Huckabee believes there is a place for every servicemember in the Houston Police Department. "We are a very large department with over forty-five divisions, offering specialized investigative and technical jobs for officers," he said. "The odds are that you are in an MOS which will translate well into a job with our department. We are one of the most diverse cities in the country, and the cross-cultural skills you learned in the military will be well put to use here. We understand that veterans have already been tempered in a hard fire of tough schooling, long and stressful deployments in hostile environments, and technical educations of high standards, and we welcome those skills in a department committed to serving its citizens."

He encourages servicemembers to keep an open mind when it comes to a post-military career. "I would suggest opening yourself to as many experiences as you can find," he said, "as a broad education and skill set will open you to more job opportunities. It is also critical to network with as many people as possible, as letters of recommendation will go a long way."

Huckabee knows that veterans are coveted by many businesses and organizations because they are valuable employees. "I would recommend to military folks looking to get out and start a new career to write down every skill you possess and every educational course you have taken," he said. "Then take a step back and see how qualified you are for a wide variety of careers – not just ones related to your military job field. You have a degree of professionalism and experience that is going to be attractive to a wide variety of employers, so the sky is the limit."

"For those who are considering a career in law enforcement, I suggest contacting the Houston Police Department's Recruiting Division or visiting [hpdcareer.com](http://hpdcareer.com)," said Huckabee. "Remember, we are always hiring." ☘







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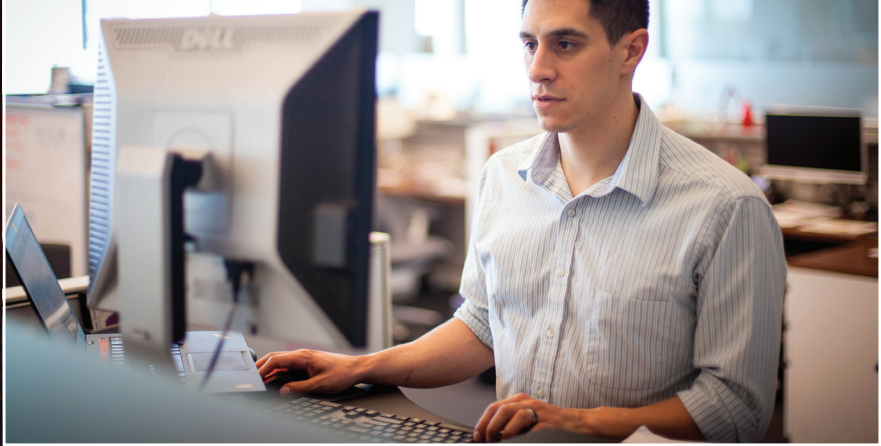
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# JOBS IN INFORMATION TECHNOLOGY

click into your next career

**INFORMATION TECHNOLOGY (IT) PROFESSIONALS** are plugged into almost everything that gets done in the business world. They play big roles in businesses from small mom-and-pop stores all the way up to Fortune 500 companies. It is nearly impossible to get anything done in today's business world without them. IT is as important as any other department in most companies when it comes to strategizing, planning, and creating revenue – and not just for supporting the other departments. All that computer hardware and software requires an IT staff behind the scenes to keep everything humming and useful. But IT pros are not just the help desk guys. They are also the masterminds behind massive computer networks and security programs. They play a strategic role as important as any sales person, accountant, or top executive.

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## ▼ JOB NUMBERS

The Bureau of Labor Statistics (BLS), a part of the United States Department of Labor, classifies IT jobs as Computer and Mathematical Occupations (SOC 15-0000; see "Your Guide to Industrial and Occupational Employment Statistics" in this magazine). Employment in this major occupational group stood at 3,814,700 in 2012. And here is excellent news: The BLS expects 18 percent growth between 2012 and 2022, much faster than average for a major group. The BLS projects that the group will add 685,800 jobs by 2022. (The BLS updates these statistics every two years; the most recent update was in 2014 and includes projections for the years from 2012 through 2022.)

There will be 1,308,500 job openings in Com-

puter and Mathematical Occupations over that period, because some positions are expected to be listed multiple times. For details, visit [www.bls.gov/emp/ep\\_table\\_102.htm](http://www.bls.gov/emp/ep_table_102.htm) and read the BLS article, "Occupational Employment Projections to 2022," at [www.bls.gov/opub/mlr/2013/article/occupational-employment-projections-to-2022.htm](http://www.bls.gov/opub/mlr/2013/article/occupational-employment-projections-to-2022.htm). As in other fields, job openings will result from employment growth and a need to replace workers who transfer to other occupations or leave the labor force.

The broad occupational group Software Developers and Programmers (SOC 15-1130) is expected to add 279,500 jobs by 2022, accounting for about 4 out of 10 new jobs in SOC 15-0000. The projected growth for the detailed occupation Information Security Analysts (SOC 15-1122), at

## ▼ Opportunities in Information Technology

27,400 new jobs, is relatively small. However its rate of growth, 36.5 percent, makes it the fastest-growing of all groups and occupations within SOC 15-0000. Demand in SOC 15-1130 and SOC 15-1122 will stem from a number of factors, including an increase in demand for cyber security, the implementation of electronic medical records, and an increase in the use of mobile technology.

## ▼ GOOD NEWS

It's shouldn't surprise anyone that more and more people have been trying to land IT positions. After all, those jobs are relatively secure, and they have growth potential. So there is a lot of competition, but once those jobs are landed the employees tend to stick around. The unemployment rate for SOC 15-0000 was only 2.8 percent in September 2015. By contrast, the overall unemployment rate for September 2015 was 4.9 percent. Qualified IT candidates will be fine, and those with military backgrounds will be in even better shape.

The median annual wage for Computer and Mathematical Occupations in May 2012 was \$76,270, more than twice that for all wage and salary workers, \$34,750, and the second-highest of any major occupational group. All of the occupations in this group pay above the median wage for all occupations. The detailed occupations Computer and Information Research Scientists (SOC 15-1111) and Mathematicians (SOC 15-2021) had median wages of more than \$100,000 per year.

## ▼ EDUCATION

A bachelor's degree in a computer-related field is almost required for management positions in IT, but many employers will take military experience into account. Some employers require a graduate degree for their higher-level managers, especially an MBA with technology as a core component. Through 2022, more than 3 in 4 new jobs occurring in this group are projected to be in occupations that typically require at least a bachelor's degree, with the fastest projected growth among occupations that need a master's degree.

## ▼ OCCUPATIONS

Computer and Information Systems Managers (SOC 11-3021) play a vital role in the implementation and administration of technology within their organizations. They plan, coordinate, and direct research on the computer-related activities of firms. They help determine the goals of an organization and then implement technology to meet those goals. They oversee all technical aspects of an organization, such as software development,

network security, and Internet operations.

Other IT professionals include Systems Software Developers (SOC 15-1133), Computer Programmers (SOC 15-1131), Computer Systems Analysts (SOC 15-1121), and Computer Support Specialists (SOC 15-1150). These professionals plan and coordinate activities such as installing and upgrading hardware and software, programming and systems design, the implementation of computer networks, and the development of Internet and intranet sites.

They are increasingly involved with the upkeep, maintenance, and security of networks. They analyze the computer and information needs of their organizations from an operational and strategic perspective, and determine immediate and long-range personnel and equipment requirements.

## ▼ SKILLS

IT professionals need a broad range of skills. Employers look for individuals who can demonstrate an understanding of the specific software or technology used on the job. Generally, this knowledge is gained through years of experience working with that particular product. Another way to demonstrate this trait is with professional certification. Although not required for most computer and information system positions, certification demonstrates an area of expertise, and can increase an applicant's chances of employment.

## ▼ PROSPECTS

The recent recession may have dulled prospects for employment in IT for a short time, but new applications of technology in the workplace will continue to drive demand for workers, fueling the need for more managers. To remain competitive, firms will continue to install sophisticated computer networks and set up more complex intranets and websites.

Also, because so much business is carried out over computer networks, security will continue to be an important issue for businesses and other organizations, and will lead to strong growth for computer managers. Firms will increasingly hire security experts to fill key leadership roles in their IT departments because the integrity of their computing environments is of utmost importance.

So prospects for qualified computer and information systems personnel are excellent. Workers with specialized technical knowledge and strong communications and business skills, as well as those with an MBA with a concentration in information systems, will have the best prospects.

Continued on Page 40

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Life is full of many opportunities and pursuing the American dream of business ownership is one of them. Like so many military veterans, you're probably trying to figure out which step to take next. You know you have the drive and the work ethic to make it happen. But, you're looking for the right fit. Which is good, because we're looking for men and women who have the right stuff.

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### 2. It's Structured.

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### 3. It's Supportive.

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**Martel Brown, United States Army Veteran**  
Coverall Franchised Business Owner  
(not pictured in advertisement)

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\*Discount offered may not be available in all locations and may vary depending on where you purchase your Coverall Franchised Business. See the Franchise Disclosure Document for details.



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School of Game Development



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## OPPORTUNITY EXPOS

# How to Work a RecruitMilitary Opportunity Expo

by **ROBERT WALKER**



job done, and opportunities to advance your education via online and on-campus learning.

How do you find the opportunities that are best for you? Below are some tips on interviewing with recruiters at a military-to-civilian job fair.

**DRESS FOR THE PART.** If you are on active duty or you are attending the event on a reserve or National Guard drill day, wearing your uniform is great. In all other cases, you should wear the same civilian outfit that you would wear at a one-on-one interview at an employer's place of business. And that should be a business suit or, at the very least, a business casual outfit, complete with jacket.

**STAY ENTHUSIASTIC** if a recruiter asks you to email

your resume to his/her company. The recruiter will not be brushing you off. In fact, being asked for the email will be a good sign. Many companies require their recruiters to gather resumes by email: (1) to obtain HR information as required by law; and (2) so they can direct desirable job seekers to different departments.

**TRY TO GET TO ALL OF THE BOOTHS,** even those that may not seem as if they have any opportunities for you. An employer's name or its primary industry does not necessarily indicate what openings the company is trying to fill. For example, a drugstore chain may be recruiting for positions in transportation/distribution or accounting.

Even if you are not going to the event to discuss continuing your education, talk with the recruiters at the booths for educational institutions. Today's institutions deliver learning opportunities in many ways other than traditional, full-time, daytime classes on a campus. A few minutes of conversation may lead to an unexpected continuing-education solution that is right for you.

Another factor to consider: Most of the educational institutions at our events are always on the lookout for people to go to work for them.

If you have a high level of knowledge on almost any subject and you think you might have a talent for teaching and/or designing courses, talk with the recruiters.

I have similar advice for job seekers who have not been thinking of going into business for themselves. Franchise opportunities are available in a tremendous variety of fields. Arranging for financing may be easier than you think, with surprising discounts available to veterans. Stop by the franchisors' booths—one of them may very well have a plan that matches your interests and your situation.

**MEMORIZE YOUR STORY.** Before you go to employers' booths, create some talking points. Put together a 30-to-60-second "story" about yourself that includes some of your successes and areas of interest. Be ready to discuss how your military experience relates to the civilian workplace. You should also prepare yourself for a long, detailed interview—employers have hired people on the spot at our events. ♦

*Robert Walker is vice president of sales at RecruitMilitary and a veteran of the United States Army. He is available at [robert.walker@recruitmilitary.com](mailto:robert.walker@recruitmilitary.com).*

## Testimonials of Job Seekers at Recent Events

### CLEVELAND / SEPTEMBER 3

- Met a lot of great people, and it was very well organized. – **Army**
- The staff was extremely helpful and polite. The exhibitors were very friendly, kind, and informed. – **Marine Corps**

### SAN ANTONIO / SEPTEMBER 3

- Really good information shared. Prepared me for civilian sector interviewing. – **Navy**
- It's nerve-wracking, but once you start talking to the exhibitors, they all just really want to help. – **Army**

### BOSTON / SEPTEMBER 2

- Walking in, the first thing I found was the free job counseling – Stand Beside Them – and that set the perfect tone to start what is, unavoidably, a stressful process. – **Coast Guard**
- My husband landed his current job from the same career fair eight years ago, and I'm hoping that the same will happen to me. I targeted and submitted my resume to a handful of companies and, so far, I have one interview scheduled next week. – **Army spouse**

### DENVER / AUGUST 27

- I made 12 good potential employment contacts. I have had two excellent interviews and one more next week, plus the fourth is moving along with the on-line hiring process. – **Marine Corps and Air Force**
- Good employers seem to come out for the vets – impressive! Highly recommend to all vets of any age and at any stage in their careers. – **Army National Guard**

### BIRMINGHAM / AUGUST 27

- I had an on-the-spot interview while I was at the job fair, had an assessment sent to my email by the time I got home, and a phone interview the following Monday. I have now had a face-to-face and am waiting on the results. – **Air Force**
- Excellent mix of employers and the length of time for the event was very well thought out.. – **Marine Corps**

### DALLAS / AUGUST 27

- Because I had received prior emails for companies based on my resume/profile, I knew what to expect and who to go to once I made it to the event. I received three interviews within the next three days. – **Army**
- Having gone to several job fairs previously, the RecruitMilitary Job Fair staff seemed much most focused and genuine in wanting to see applicants benefit from the event. – **Navy**

### RICHMOND / AUGUST 20

- I thought the "pep talk" at the beginning of the job fair was very useful. It was also a good mix of companies. – **Navy**
  - I personally appreciated the call checking in to be sure I was aware of the job fair and making herself available to answer questions. – **Army**
- LOUISVILLE / AUGUST 20**
- I felt the vendors were up front about positions available and very informative. – **Army**
  - I liked that there were several col-

leges there reminding me to use my education benefits. – **Army**

### NEW ORLEANS / AUGUST 13

- The pre-fair communications were awesome. – **Marine Corps**
- Was able to secure two interviews and one job offer. Thank you! – **Air Force**

### TAMPA / AUGUST 13

- Plenty of recruiters with military recruiting experience. – **Army**
- It's a breath of fresh air to see that there's a career fair for military personnel transitioning out and companies/agencies are looking. – **Marine Corps**

### SAN DIEGO / AUGUST 6

- Well-advertised, well-organized, well-attended. – **Army**
- It was an eye-opener to see the different organizations providing training and jobs to veterans. – **Navy**

### RALEIGH / AUGUST 6

- The RecruitMilitary job fair was an excellent opportunity to meet and network with many organizations and people all in one place. If given the opportunity to ever attend one, you should. – **Army and Marine Corps**
  - I liked how the companies brought prior service personnel to help translate your skills. – **Army**
- COLUMBUS / JULY 30**
- When I needed help finding a company that needed my skills, the event coordinators guided me to the right

place. – **Air Force Reserve**

- The people organizing it and the vendors definitely cared about helping vets. – **Army**

### PHILADELPHIA / JULY 23

- I've secured two interviews already from the job fair. – **Air Force**
- This was an amazing event. Much needed when exiting/separating from the military. – **Navy**

### SACRAMENTO / JULY 23

- I came away with a lot of great information. – **Marine Corps**
- I have an odd skill set and still managed to find one employer who enthusiastically asked for my resume. – **Air Force**

### ST. LOUIS / JULY 16

- Speaking with individuals already in the organization was really great and helped me gain valuable insight. – **Air Force**
- I watched your videos to prepare for the event, which I thought were helpful. The DAV and RecruitMilitary folks did a fine job. – **Navy**

### PORTLAND / JULY 16

- Excellent communication and information to help one prepare. This helped prepare me to feel more confident and less nervous about approaching potential hiring sources. – **Navy and Army**
- Every exhibitor with whom I spoke was professional, friendly, and knowledgeable. – **Marine Corps**

## RecruitMilitary VETERAN OPPORTUNITY EXPOS

### NOVEMBER 2015

- 5 Columbus, OH
- 5 Los Angeles, CA
- 5 Washington, DC
- 12 Norfolk, VA
- 12 St. Louis, MO
- 12 Seattle, WA
- 19 Dallas, TX
- 19 Philadelphia, PA

### DECEMBER 2015

- 3 Houston, TX
- 3 Jacksonville, FL
- 3 San Diego, CA
- 10 Indianapolis, IN
- 10 Las Vegas, NV
- 10 Orlando, FL

### JANUARY 2016

- 14 San Antonio, TX
- 14 Tampa, FL
- 21 Oklahoma City, OK
- 21 Sacramento, CA
- 28 Raleigh, NC

### FEBRUARY 2016

- 4 Atlanta, GA
- 4 Riverside, CA
- 11 Baltimore, MD
- 11 Nashville, TN
- 18 Phoenix, AZ
- 18 Richmond, VA
- 25 Dallas, TX
- 25 New York, NY
- 25 Miami, FL

### MARCH 2016

- 3 San Diego, CA

- 3 New Orleans, LA
- 10 Houston, TX
- 10 Jacksonville, FL
- 24 Washington, DC
- 24 Pittsburgh, PA
- 31 Columbus, OH
- 31 Philadelphia, PA

### APRIL 2016

- 7 Austin, TX
- 7 Boston, MA
- 7 Cleveland, OH
- 14 Louisville, KY
- 14 Denver, CO
- 21 Chicago, IL
- 21 Orlando, FL
- 28 Orange County, CA
- 28 Minneapolis, MN

### MAY 2016

- 5 Charlotte, NC
- 5 Oakland, CA
- 12 Omaha, NE
- 12 Norfolk, VA
- 12 Dallas, TX
- 19 San Antonio, TX
- 19 Milwaukee, WI
- 26 New York, NY
- 26 Cincinnati, OH

### JUNE 2016

- 2 Baltimore, MD
- 2 Seattle, WA
- 9 Colorado Springs, CO
- 9 Phoenix, AZ
- 16 Detroit, MI
- 16 Los Angeles, CA
- 16 Houston, TX

- 23 Atlanta, GA
- 23 Washington, DC
- 23 Dayton, OH

### JULY 2016

- 7 Indianapolis, IN
- 7 Hartford, CT
- 14 St. Louis, MO
- 21 Sacramento, CA
- 21 Tampa, FL
- 28 Columbus, OH

### AUGUST 2016

- 4 Raleigh, NC
- 4 San Diego, CA
- 11 New Orleans, LA
- 11 Philadelphia, PA
- 18 Louisville, KY
- 18 Richmond, VA
- 25 Dallas, TX
- 25 Birmingham, AL
- 25 Denver, CO

### SEPTEMBER 2016

- 1 Boston, MA
- 1 Cleveland, OH
- 1 San Antonio, TX
- 8 Miami, FL
- 8 Houston, TX
- 15 New York, NY
- 15 Nashville, TN
- 15 San Jose, CA
- 22 Columbia, SC
- 22 Phoenix, AZ
- 22 Kansas City, MO
- 29 Cincinnati, OH

### OCTOBER 2016

- 6 Chicago, IL
- 6 San Francisco, CA
- 6 Atlanta, GA
- 13 Baltimore, MD
- 13 Austin, TX
- 13 Minneapolis, MN
- 20 Pittsburgh, PA
- 20 Oklahoma City, OK
- 20 Riverside, CA
- 27 Milwaukee, WI
- 27 Charlotte, NC

### NOVEMBER 2016

- 3 Columbus, OH
- 3 Washington, DC
- 10 Los Angeles, CA
- 10 St. Louis, MO
- 10 Norfolk, VA
- 17 Seattle, WA
- 17 Dallas, TX
- 17 Philadelphia, PA

### DECEMBER 2016

- 1 Houston, TX
- 1 San Diego, CA
- 1 Jacksonville, FL
- 8 Indianapolis, IN
- 8 Las Vegas, NV
- 8 Orlando, FL



▶ EXPO INFO ▶

## THE OVERALL SCENE

### ▶ WHERE DO YOU START?

Your first stop at a RecruitMilitary Opportunity Expo will be a registration desk where you will fill out a brief form (unless you have pre-registered) and receive a list of the organizations—called "exhibitors"—that have booths at the event. At many of our job fairs, organizations present pre-event seminars on subjects such as "Understanding Education and Your Career Plans," "Become Your Own Boss," and "Five Steps to Informed Financial Transition." The seminars usually begin at 10:00 or 10:30.

The Opportunity Expo itself begins at 11:00. When you enter the actual Opportunity Expo area, you will see many closely spaced exhibitor "booths"—tables and various displays. At the booths, recruiters who represent the exhibitors will talk with you.

### ▶ WHO WILL BE THE EXHIBITORS?

A wide variety of exhibitors attend our events—corporate employers, law-enforcement agencies and other government employers, franchisors, and both campus-based and online educational institutions.

The corporate employers are engaged in construction, defense contracting, energy production, manufacturing, security, transportation and logistics, engineering, healthcare, finance, insurance, information technology, retail, and home services, to name just a few industries.

Their recruiters interview for all kinds of jobs: salaried, hourly, and part-time; professional and technical.

### ▶ WILL THE LINES BE LONG?

At most booths, at most events, no. The events run for four hours—from 11:00 a.m. until 3:00 p.m.—and average about 6½ job seekers per exhibitor. Lines are usually longest immediately after an event opens at 11:00 a.m., and they taper off significantly by around 1:00. But I need to tell you this: Sometimes, a long line forms at one or two booths when an event opens, and the lines are still there when the event officially closes. This is often the case for large, high-profile defense contractors that are hiring. But the recruiters almost always stay over and talk with everybody

in line. So it comes down to: Who wants the jobs?

### ▶ DO I HAVE TO PRE-REGISTER?

No, but I recommend that you do so—for three reasons:

- 1 | **HELP YOUR BUDDIES** Pre-registering prevents the lines at our registration desk from building up, especially during the early hours of the events.

- 2 | **HELP US** Pre-registering helps us evaluate the effectiveness of our event marketing—which, in turn, helps us boost the turnout of veteran job seekers—which, in turn, makes our events more attractive to employers—which means more job openings to discuss at the events.

- 3 | **HELP YOURSELF** When you pre-register, you immediately join our database of 800,000+ veteran job seekers, which is continually being searched by employers.

**TO PRE-REGISTER,** go to [www.recruitmilitary.com](http://www.recruitmilitary.com) and use the "Upcoming Job Fairs" map to select a city. Clicking on that city will take you to a registration page for the next event there.

# Are you having difficulty translating your military experience for civilian employers?

Have your resume written or reviewed by our experienced military transition specialists.

Low rates, quick turnaround. Serving veterans from all officer and enlisted ranks of all branches of the service.

"The RecruitMilitary writing service was the best thing I could have done to improve my chances of getting a job offer."  
— Pamela H., E-4, United States Army

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—Kern Preddie, Captain, U.S. Army and Combined Insurance Market Director



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## Military Experience: A Work Force Cornerstone at Combined Insurance

When U.S. Army veteran, Captain Kern Preddie, discusses life as a Market Director with Combined Insurance, his energy and enthusiasm are palpable. Just over a year ago, Kern was looking for a new opportunity, but not just any change. He sought to join forces with an organization that would allow him to channel his passions and drive, while also leveraging his work ethic in new and exciting ways. **He found his partner in Combined Insurance.**

“During my search, very few opportunities spoke to who I am and what I wanted to do,” Preddie says. **“The level of synergy and overlap with my experience and Combined Insurance’s needs was really impressive.”** Now charged with building one of the company’s New York markets, Preddie strives to form a sales force of military leaders.

Combined Insurance, a leading provider of individual supplemental insurance products and **the nation’s #1 Military Friendly® Employer**, takes that ranking to heart. Through its veteran hiring initiative, Combined Insurance proactively seeks veterans to join the ranks of the growing organization. The military strategy, led by Vice President, Sales and Military Markets, Art Kandarian, empowers the building of key relationships with national and state representatives and nonprofit organizations to recruit veterans in career transition.

And the commitment is paying off. In the last year, the company’s efforts have taken it from number six on the list of Military Friendly® Employers to number one in 2015. Through May of this year, 33.49 percent of new hires have a military affiliation.

**“We hire vets and we’re proud of it,”** Kandarian says. “And it’s more than just counting the number of hires. **We’re actively pursuing military veterans with proven leadership skills and providing them with growth opportunities and the support they need.**” Kandarian, retired Colonel, U.S. Army, recently made his own transition from the military to a corporate career and understands the adjustment veterans experience. Determined to support the military community, Kandarian’s strategy aims to help veterans understand how their skills and characteristics, not just their specific military jobs, make them ideal Combined Insurance candidates.

That strategy is flourishing in Combined Insurance markets, such as Preddie’s. **“Think about what a veteran offers—passion, drive, agile thinking and a tremendous work ethic—the value veterans bring to the table is unsurpassed,”** Preddie says. “Given a choice, I would choose a veteran for my team every time.”

Joe Pennington, Military Program Manager at Combined Insurance, agrees. **“There are no insurance sales agents in the military,” he says. “But veterans have leadership, dedication and won’t stop until a mission is completed—there’s no micromanagement needed.”** Once Combined Insurance identifies and selects candidates with those specific skills, they provide comprehensive industry training.

That extensive training includes sales school and in-field mentorship, and sets Combined Insurance apart from other employers. “Ongoing development of personnel is a critical aspect of what we do,” Preddie says. **“Combined Insurance’s philosophy is to help our people become the very best version of themselves.”**

Following training, Combined Insurance team members can expect continued opportunities to support the military community. Sales incentives and volunteer affiliations benefit organizations focused on assisting military families in need, such as Luke’s Wings and Fisher House Foundation, adding further inspiration to achieve long-term success with the organization.

Are you a proven military leader with an entrepreneurial spirit? If so, Combined Insurance would like to talk with you.

Visit [www.combinedinsurance.com/military-leader](http://www.combinedinsurance.com/military-leader) or call 888-382-2186 today.





THE SURVEYS SAY:  
OUR CAREER FAIRS WORK!

by MARY BETH MILLER



WE HAVE THE RESULTS of post-event surveys for the 65 Veteran Opportunity Expos that we produced from January through August 2015, and the numbers are great. After each event, we email two surveys – one to exhibitors and the other to the job candidates who attended.

Exhibitors at our events include corporate employers, law-enforcement agencies and other government employers, franchisors, and educational institutions. Candidates include men and women who are transitioning from active duty to civilian life, veterans who already have civilian work experience, members of the National Guard and reserves, and military spouses and other family members.

- There were 3,385 exhibitors at the 65 events, an average of 52.1 per event.
- The exhibitors included 2,899 employers.

The average of 44.6 employers per event is an all-time record.

- There were 21,788 candidates at the events,

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Testimonials of Exhibitors at Recent Events

CLEVELAND / SEPTEMBER 3

- We had great leads throughout the day.
- Good location and good attendance. The RecruitMilitary events are always well organized and executed.

SAN ANTONIO / SEPTEMBER 3

- It is very organized, and the quality of exhibitors and candidates is tops.
- Well prepared and professional.

BOSTON / SEPTEMBER 2

- We have hired a manager and will likely hire another candidate we met at this event. This is a great return on our investment. Another branch of our company has made four job offers.
- We got info from 20+ candidates, talked to double+ that amount, already interviewed six candidates who likely will come to work for us.
- From an employer standpoint, it is refreshing knowing that you can find quality, professional, and diverse individuals with backgrounds in the armed forces.

DALLAS / AUGUST 27

- This was the first military-based job fair I have attended, and it was a great experience. A lot of the candidates were well informed and knew how to present themselves really well.
- What is great about this event is you actually meet veterans that have work experience outside of the military, which helps when you are looking to staff non-entry level roles.

BIRMINGHAM / AUGUST 27

- Much better candidates, much higher volume than other events.
- The feel of the event was totally different than any other I have attended. I look forward to attending more.

DENVER / AUGUST 27

- The communication, website, etc., is very professional. My contact, Beth Fjelstul, was amazing and answered my millions of questions with great care and patience.
- This event is huge and well organized – a great way to get your company brand out there to many people.

RICHMOND / AUGUST 20

- I like the location. In doing a job fair, location is the key.
- Great event and a great way to employ our veterans.

LOUISVILLE / AUGUST 20

- Sterling event! This exceeded my expectations! Other companies have been horrible by contrast.
- Tremendous support from the RecruitMilitary staff and very good candidates.

NEW ORLEANS / AUGUST 13

- Great communications, support, and marketing to get us the right candidates.
- Perfect opportunity to find more qualified personnel.

TAMPA / AUGUST 13

- I wish it could happen more often!
- Easy process, nice setup, good candidates for our job opportunities.

SAN DIEGO / AUGUST 6

- Well put together. RecruitMilitary is a great organization and promotes well. A very recognized name in the industry and with veterans.
- Great job fair with candidates with well sought after skill sets.

RALEIGH / AUGUST 6

- Adam O'Toole, the event director, was great. He brought over a few candidates that were a perfect fit for our company and we're very thankful.
- Always a pleasure working with RecruitMilitary staff. True subject matter experts.

COLUMBUS / JULY 30

- Very professional. Best run event I have seen all year.
- RecruitMilitary understands how to prep the veteran and potential employers for job placement.

PHILADELPHIA / JULY 23

- We have scheduled interviews with two candidates so far and I'm optimistic that we will hire at least one of them.
- This was my third time at a RecruitMilitary career fair. Always successful.

SACRAMENTO / JULY 23

- This was one of the strongest job fairs that I've attended in the past 15 months.
- Outstanding turnout with quality participants!

ST. LOUIS / JULY 16

- Good conversations. Steady flow and high caliber of candidates.
- Venue and facilitator were excellent.

PORTLAND / JULY 16

- Far higher caliber of candidates than at other events.
- Venue was a great choice and everything went perfect. Event Director Doug Turner is the man!

HARTFORD / JULY 9

- Your organization has succeeded in creating a solid new customer.
- I have already given your information to four other employers. You are quality all the way.

NEW!

A Logo for Exhibitors

Attention, all organizations that have exhibited at one or more of our DAV/RecruitMilitary Veteran Job Fairs! We have designed a new logo that you can use to tell candidates – and the world – about your commitment to hiring America's highest-quality talent, its veterans. You are entitled to display the logo in your print and digital media – on your website and in your advertisements, social media, and other marketing materials. The logo is available in a variety of formats. Contact your RecruitMilitary account executive now for downloading instructions.

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Our products and the employees who design and build them are part of making a difference in the world every day. If you're ready to do something that matters, to do it well and to be encouraged and rewarded for doing it, then Eaton is the place for you.

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**VeteranFranchiseCenters.com**

## VETERAN FRANCHISING

by **DAVID E. OMHOLT**



# Examining Healthcare Franchises

I READ WITH GREAT INTEREST THE HEALTHCARE ARTICLES IN THE SEPTEMBER-OCTOBER 2015 ISSUE OF *SEARCH & EMPLOY*®. THOSE ARTICLES MADE THE POINT THAT THERE IS A WORLD OF OPPORTUNITY IN THE HEALTHCARE SECTOR OF THE ECONOMY. AS THE HEADLINE OF THE MAIN ARTICLE SAID, “GROWTH IN DEMAND MEANS MORE JOBS.”

Being a business guy myself, I could not help wondering: Who is going to manage all the new employees? To me, the obvious answer would be entrepreneurial veterans seeking out franchising opportunities.

I was impressed to read that two occupational categories alone will grow by more than a half-million jobs each between 2012 and 2022: registered nurses and personal care aides. The number of home healthcare aides is expected to increase by nearly 425,000 during this time frame, too.

All this is hardly surprising. The nation is aging, and people are living longer. In addition, people with disabilities who rely on healthcare have made impressive gains that have given them the right to select their own care providers and the places where they receive care.

If you are interested in healthcare, or you are already working in the field and want to broaden your horizons, consider buying a healthcare franchise.

▼ **STAYING HOME**

Home healthcare is a particularly hot business right now, because many aging people and people with disabilities prefer to be cared for in their homes. In 2014, *Forbes* magazine named three home healthcare brands to its Top Ten Best Franchises List requiring investments under \$150,000 (<http://rmvets.com/forbes11>).

Home healthcare services are also a godsend to caregivers who need an occasional break (called respite in the industry), are unable to master some of the skills for patient care, and may be elderly themselves.

There are more than 50 home healthcare franchises operating in the United States right now, up from just 13 in 2000. Here is why I think they make particularly attractive opportunities for veterans:

- They require relatively low upfront investments that many veterans can make – with or without loans. The Small Business Administration (SBA) has added a program targeting veterans to its 7(a) loan program.
- Revenue is quite high relative to the investment, *Forbes* notes, and territories are still pretty broad (<http://rmvets.com/forbes12>).
- Many insurers already do business with established franchises.

If you decide to investigate home healthcare, keep in mind that different franchises feature different services. Some offer skilled nursing, while others specialize in assisting people with everyday activities, such as bathing, dressing, and feeding. (People who are familiar with healthcare will recognize this as Activities of Daily Living, or ADL.) Still others provide companionship, which includes rides to the grocery store, doctor appointments,

light housekeeping, and meal preparation.

▼ **ADJUNCT FRANCHISES**

If home healthcare is too broad for your taste, there are also plenty of services that are provided in homes and other facilities that care for elderly people. Some of these have been franchised as well:

- Physical and occupational therapy
- X-ray services
- Radiation – provided in mobile units
- Specialized wound care
- Mental health

▼ **FACILITY FRANCHISING**

**Assistive living facilities**, which provide aging-in-place services, have become very popular in recent years. But opening and running an assistive-living facility is pretty expensive because such facilities require unique construction or extensive remodeling. Depending on where the facility will be located, you could be looking at anywhere from \$700,000 to more than \$2 million.

An assistive living franchise can be a great opportunity for a group of like-minded investors interested in senior care. Some franchises have created strong partnerships with financial lenders, including private equity firms. The SBA is also an option.

Keep in mind, too, an assistive living facility does not have to be a spacious high-rise. Many seniors and families prefer smaller, homier facilities.

**Adult day care.** Many elderly people live with family members who work. Some adults and families turn to adult care centers to ensure that their loved ones are cared for, fed, and occupied with activities during the day.

The term “adult day care” may conjure unsettling comparisons with day care for young children. But adult day care services are entirely appropriate for, and beneficial to, elderly people whose needs vary from needing companionship and some ADL’s to those with dementia. Many facilities operate like senior centers, offering the same kinds of activities:

- Yoga
- Art classes
- Music
- Game rooms featuring card tables, mah-jongg, and board games
- Reading rooms
- Discussion groups.

This concept sells itself: You don’t need me to tell you how important it is for a person to remain as active as possible throughout his or her days, regardless of ability level.

**Freestanding centers.** As medicine becomes more specialized, franchises have followed suit. Many supplemental services are also offered in freestanding outpatient centers. Examples include:

- Dental services
- Massage therapy
- Chiropractics
- Orthotics/foot care, with retail arms
- Hearing aids
- Vision care
- Pharmacies
- Urgent care centers

Urgent care is just starting to specialize for services. OrthoNow is a South Florida franchise that treats bone injuries such as sprained ankles and broken arms. The area has a heavy senior population that makes up a sizable percentage of walk-in patients.

▼ **STAFFING A HEALTHCARE FRANCHISE**

More healthcare professionals, particularly those in allied healthcare, are willing to turn to healthcare franchise facilities instead of large settings like hospitals. Why? Because smaller, more focused healthcare service businesses can be more flexible places to work.

I recently had a conversation with the owner of an adult group home with 15 residents. He told me that he doesn’t even make a staff schedule. Instead, he lets the staff decide what shifts they will work. “It works out better for them,” he said, “when they can make arrangements themselves. All I need is to review the schedule to make sure there are enough people on each shift, and that no one is working too many hours.”

Franchises that accept payment from Medicare and Medicaid need to adhere to staffing rules from the Centers for Medicare and Medicaid Services.

Every state has additional staffing rules for all healthcare facilities to follow as well.

Good management can overcome many staffing issues, including turnover. PreCheck, a company specializing in running background checks on healthcare professionals, says high turnover and staffing shortages can be avoided by creating a workplace culture that works closely with new hires in particular (<http://rmvets.com/precheck11>).

- Create onboarding programs that outline your business’ mission. State what is expected from employees, what the business will do to support them, and the options they can use when something is not right.

- Train employees for success to help them envision their future with the business. More training also leads to better patient care.

- Engage employees. Listen to what they have to say about everything from time off to new patient care guidelines to another staffer’s performance. Be sure to recognize their individual accomplishments.♦

*David E. Omholt is a franchise advisor with Veteran Franchise Centers (VFC) – a RecruitMilitary strategic partner. His company offers a free service to veterans looking to learn more about the franchise buying process and options in the market. Omholt is a Certified Franchise Executive (CFE) and a frequent speaker on the subject of franchising on talk shows, at industry conferences, and on college campuses. He has been both a franchise licensor and a franchise licensee. Omholt is available at 866-246-2884 or [david@veteranfranchisecenters.com](mailto:david@veteranfranchisecenters.com).*



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INTERVIEW Q&A ▶ PART 5

by MIKE ROLLINS



# IT Interview

THIS IS THE FIFTH IN A SERIES OF ARTICLES IN WHICH I WILL PROVIDE QUESTIONS THAT ARE TYPICAL OF JOB INTERVIEWS, ALONG WITH ANSWERS OF THE KIND THAT VETERANS SHOULD PROVIDE. BETWEEN EACH QUESTION AND ITS ANSWER, I WILL MAKE A COMMENT OR TWO.

▶ **BACKGROUND**

Christopher, the veteran hiring specialist for a manufacturing company, is interviewing Nancy for an information technology job. She would work as second in command to the chief information officer (CIO). She is currently in charge of tech support in the IT department of a distributor of material handling equipment. Christopher and the CIO have read Nancy's resume and agree that she has the necessary qualifications.

The interview began with basic questions like those in parts 1 and 2 of this series. Part 1 appeared in our March-April 2015 issue. The following URL will take you to that page in the digital replica of *Search & Employ*™: <http://rmvets.com/SE431qa>. Part 2 appeared in our May-June 2015 issue, and is available at <http://rmvets.com/SE441qa>.

**Christopher:** Would you please describe your current department according to the functions of the various people? **Nancy should not give everyone in the department "equal time." She should say more about herself.**

**Nancy:** We have four people. Our CIO leads IT strategy and handles the inventory management system and the sales contact management system. Another person designs and delivers our promotional emails, including a biweekly newsletter. This person also does basic graphic design for the website.

The third person is our website administrator and the man in charge of our ecommerce system. He also helps me work the helpdesk. I handle all hardware and software for individual employees, including support, ordering, and installation. And over the past year, we have added several features to our website. I am heavily involved in that work. I also help troubleshoot email problems – for example, when we find out all of a sudden that a lot of our messages aren't getting to their destinations.

**Christopher:** How does your department report its progress to its internal customers?


**Christopher is interested in Nancy's participation in report preparation.**

**Nancy:** Our CIO is a member of our Management Committee, and he delivers the reports to the other six members – the CEO, the CFO, the sales manager, the marketing manager, the chief logistics officer, and the service manager. He delivers his report at a committee meeting every two months.

Most of the report content deals with special projects – our website enhancement, for example. I help the CIO and the website administrator prepare the reports on that activity. We describe how far along we are on various enhancements, problems that come up, changes in priority, and so on.

**Christopher:** What about reporting within your department? How do you evaluate yourselves?

**If Nancy's current employer has problems in that regard, she should describe the situation diplomatically – without**



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throwing her boss under the bus.

**Nancy:** First, let me say that when I was in the Army, I always observed what the people above me were doing, and I tried to figure out better procedures. I have worked with a variety of key performance indicators at the three companies where I have been. In no case was a complete analysis done to see what was truly useful.

If I were asked to help establish or refine a set of KPI's, I would get input from everyone. And I have some ideas of my own – to name a few, the percentage of the time the system is up and running, department cost relative to costs of comparable businesses, support cases closed, time to close support cases, time fixing errors, internal customer satisfaction with application changes, email quantities and deliverability, and use of storage capacity.

**Christopher:** How would you decide whether to build or buy a new system?

**Christopher wants to make sure that Nancy understands**

the risk of building new systems.

**Nancy:** My default position is buy, rather than build. There is so much good stuff out there now for industrial distributors, it's worth the money to buy a proven system. But systems integration can become a problem if the purchases are not made carefully with regard to compatibility, or if a company keeps changing systems. I would go with the best system available, and it would be important to consider their development path to understand future enhancements we can expect. I would be very reluctant to change systems, so I'd want to ensure that any system selected would be able to handle any of our projected growth. I would concentrate on keeping everything running smoothly and making incremental changes as requested by our internal customers.

**Christopher:** How do you keep up-to-date on developments in IT?

**Nancy needs to indicate that she relies on several types**

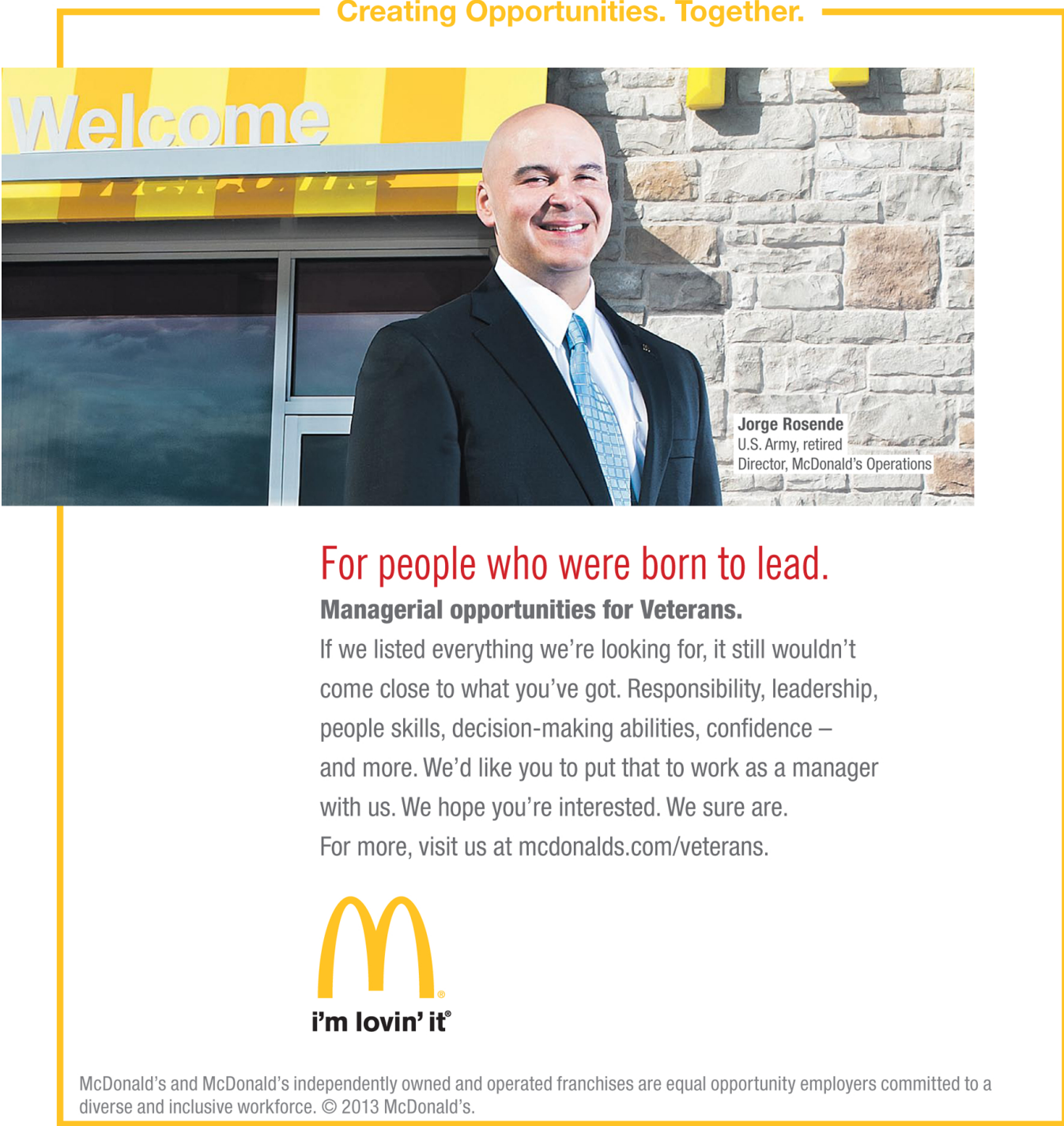
of sources.

**Nancy:** Our department gets four print magazines. I take them home in the evenings and at least look at every page. I also subscribe to a handful of relevant blogs from industry leaders and subscribe to receive their updates. On the actual participation side, I am a member of a computer club, I go to seminars, and I get to as many Computer Society workshops and conferences as I can. This is a continuation of a habit I formed in the Army – getting as much knowledge and training as I could.

**Christopher:** Tell me about a time you used your background in IT to come up with a new solution to a problem.

**Christopher is looking for imagination and determination.**

**Nancy:** I upgraded the hardware for my previous employer – the third-party order-fulfillment company – and I did it in an unexpected way. Our system was 12 years old. Our own people, myself included, were handling repair and replacement. Replacement was no problem because



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plenty of old machines were available on the Internet. But we finally decided to update everything.

The company just assumed that we would buy new equipment. But I made use of the networking skills I had developed in the Army. I found out through a Computer Society connection that a major insurance company was going to upgrade some equipment that was only three years old. They were going to make the change in six months, and their machines had been top-of-the-line and would be a great upgrade for us. I convinced my management to let me try to negotiate a deal for as much as we would need. I made the deal, saving the company a very substantial amount of money.

**Christopher:** What about interactions with your company's customers? What has been your involvement?

**Christopher wants to know how well Nancy builds rapport.**

**Nancy:** For my previous employer, I visited our top customers and helped their people out with our ecommerce site. I also helped customers who were new at videoconferencing and webinars. The customers were always very grateful. And when they offered good suggestions, I sent them to the appropriate people in our company – along with my comments.

**Christopher:** How involved have you been in budget planning?

**Christopher is interested in Nancy's initiative, not just a description of her participation.**

**Nancy:** At my current company, I provide input on the costs of proposed changes that would require new hardware and/or software, use of outside trainers and outside technical help, and so forth. I also always provide a less expensive alternative and a more expensive alternative, with all the associated pros and cons. That's another habit I learned in the Army – giving my superiors a range of options.

▶ **NOW IT'S YOUR TURN.**

**For practice:**

- 1 | Read the first question below and my comment.
- 2 | If you have a recording device, record an answer immediately – playing the role of Nancy. Do not think long before answering, because you would not want to do that during an actual interview.
- 3 | Go through all of the questions in this manner.
- 4 | Listen to yourself.
- 5 | Type out an improved answer to each question. Take plenty of time with this step. Do some research on the Internet if necessary.
- 6 | Repeat Step 5 until you are satisfied with your answers.

If you do not have access to a recording device, type out your first answers as rapidly as you can, then go to Step 5.

**How would you help keep our IT people up to speed?**

This is a signal that the CIO wants Nancy to take a major role in continuing education, training, certification, etc.

**How would you go about deciding whether ERP or CRM would be better for a particular company?**

ERP is enterprise resource planning software, and CRM is customer relationship management software. Nancy's research on Christopher's company should have told her that the company may be large and complex enough to make an investment in ERP worthwhile.

**How would you help us ensure that our site and our data are protected?**

If Nancy did not have experience in data protection, she should have studied the subject before applying for this job.

**In all your experience, what was the worst crash – and how did you help out?**

Christopher and the CIO are looking for a strong team player.

**What is Django?**

Christopher may ask one or more technical questions to make sure there are no significant gaps in Nancy's knowledge. ♦

*Mike Rollins is vice president of sales at RecruitMilitary and a veteran of the United States Navy. Contact him at [mike.rollins@recruitmilitary.com](mailto:mike.rollins@recruitmilitary.com)*





Wheat Ridge PD personnel at the job fair in Denver, from left, Nena Rose, Sergeant Jamie Watson, and Officer Allan Fischer.

by ELIZABETH STETLER



## A SMALL CITY POLICE DEPARTMENT:

# STRUCTURE AND OPERATIONS

To help veteran job seekers evaluate opportunities in law enforcement, I interviewed two members of the police department of Wheat Ridge, Colorado, a western suburb of Denver. I spoke with Nena Rose, the human resources business partner, and Jamie Watson, a patrol sergeant and a former member of the United States Navy Reserve, on August 27. Both were recruiting job seekers at our DAV/RecruitMilitary All Veterans Career Fair at Sports Authority Field at Mile High.

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## SPECIAL REPORT

The Wheat Ridge Police Department serves a population of about 30,000. I wanted to know how a small-city department is structured and how it runs on a daily basis. I was especially interested in the department's desire to recruit prior military. What makes veterans a good fit for law enforcement?

The department has 72 officers, including command staff. It also employs about 33 non-sworn civilians. Watson told me that 19 employees – 18 sworn and 1 non-sworn – have prior military service. The Wheat Ridge Police Department currently has two officers still affiliated with the military – one member of the Army Reserve, and one member of the Army National Guard.

On behalf of the readers of *Search & Employ*®, I asked Rose and Watson to describe their department overall, and then to explain what the job requirements are.

**The Office of the Chief** consists of:

- Professional standards unit
- Administrative assistant
- Public information officer
- Emergency management

Responsibilities of the Office of the Chief include:

- Preparing and updating policy and procedure
- Investigating complaints against police department employees
- Overseeing the emergency management function
- Interacting with the media on department activities

**The Investigations Bureau** is part of the Support Services Division. A commander is in charge of the bureau, and there are 13 detectives assigned, including a volunteer cold case investigator, and two administrative assistants.

The persons team is led by a sergeant and has five detectives assigned. The property team is also led by a sergeant and has five detectives assigned, and two evidence technicians. The special investigations unit reports directly to the bureau commander and has two detectives assigned to the West Metro Drug Task Force, one detective assigned to the Metropolitan Auto Theft Task Force, and one vice/intelligence detective.

The bureau reviews all felony crimes and oversees the property and evidence function, sex offender registrations, and criminal intelligence.

**The Crime Prevention Team** runs programs such as neighborhood watch, school resource, and walk-and-watch.

**The Crime and Traffic Team** is part of the Patrol Operations Division. This team includes one sergeant assigned to a police motorcycle, and three officers assigned to police motorcycles and police cars. The team is responsible for enforcement of traffic laws, investigation of traffic accidents/traffic related crimes, and neighborhood traffic concerns.

**The SWAT Team** consists of officers and supervisors who have received specialized training in weapons, less lethal munitions, tactical response, and negotiations. Three units comprise the team:

- 1 | SWAT operators are sworn officers cross-trained in key aspects of tactical work such as entry techniques, perimeter duties, and specialized munitions.
- 2 | SWAT negotiators are specially trained personnel who are selected from the ranks of both officers and civilian dispatchers.
- 3 | Tactical medics are EMT's and paramedics

trained to provide medical support during tactical situations.

**The Telephone Reporting Unit** has a lot on its plate. The Wheat Ridge Police Department handles between 35,000 and 41,000 calls for police service every year – roughly 100 calls a day. At least 20 percent of them are cold calls: The crime has already occurred, the suspect is gone, and no evidence exists. However, the victim still needs to make a report, or a complaint still needs to be filed.

**Community Services Officers** (CSO's) enforce nuisance codes, animal codes, and park regulations with an emphasis on public safety and quality-of-life issues. There are currently four CSO's and one CSO supervisor. In addition, three seasonal, part-time CSO's work from May through August.

CSO's design wildlife-management programs, with the cooperation of Colorado Parks and Wildlife, a division of the Colorado Department of Natural Resources, for resource protection and the management of large predators such as bears and mountain lions.

## JOINING UP

Applicants must be at least 21 years old – in Colorado, one must be 21 to carry firearms – and have at least 60 credit hours of college courses. The application process includes:

- written application
- testing, including polygraph, medical, and psychological evaluations
- oral boards
- interviews with the chief

The cutoff score, Rose told me, is between 70 and 75 percent. If a candidate scores at least a "C" average on all of the above steps, he or she will have the opportunity move to the next phase: the interview panel. Usually, the panel consists of officers and senior-lever leadership. In some cases, it also includes civilian employees.

According to Rose, the purpose of these tests and interviews is to determine the character of the applicant. "We want to know if their values really align with our agency values," she said.

She explained that the chief doesn't see policing like "cops and robbers" but more about connecting with the people in the community. "We aren't looking for someone who just wants to shoot a gun or be on SWAT. We want people who are passionate about helping and serving others."

The department also does a thorough background check, which includes talking to close friends and family and checking for any red flags on applicants' social media accounts.

**Riding along.** "One of the things we've incorporated in our process is a ride-along," said Watson. The candidate spends a day with an officer to see what day-to-day duties involve and how they are managed. "This allows them to see us and how our agency works and whether or not we are an agency that they would like to work with. It also allows us to observe them. Do they have the same ethical standards? Do they have the same drive? Our agency takes pride in the partnerships we have made with our community."

Watson explained that the ride-along process is all about mutual understanding: "Our ride-along program is a big benefit to finding the right candidates for our agency. We don't want someone to go through all of these steps and get hired and realize

they aren't a good fit." The ride-along step, Watson told me, is not something all police departments do. Wheat Ridge PD does it because they firmly believe in finding candidates who will maintain the same community-based mindset as the rest of the people in the department.

## WATSON'S SUCCESS STORY

Jamie Watson retired from the Navy Reserve in 2012, after 24 years of service. She has been with Wheat Ridge PD for 16 years. In the service, she was in the medical field, first as a dental technician and then as a corpsman. As a civilian, she also worked as a dental technician. But then she decided to try something else. "I had some friends who were in law enforcement, and I remembered that I had wanted to do that as a kid. I thought, maybe I'll try it."

So she did some research and went through the testing process. She was selected and sent to the police academy. "And here I am 16 years later," she said, "and still loving every day of it."

Watson did four years on active duty as a Navy Reservist – which included four deployments. "The Wheat Ridge Police Department was behind me 100 percent," she said. "That is another thing our agency does well. The last thing a servicemember needs to worry about is whether they have a job waiting for them when they come back. At the Wheat Ridge Police Department, you're welcomed back with open arms."

I asked Watson whether her transition from military to civilian was relatively smooth – in view of her medical experience in the service. She told me that it was not as easy as one might think. "I think that every servicemember has that transition period, especially if they're coming home from a combat zone," she said. "We all know that there's a certain way you have to live when you're in a combat zone; and when you come back, you're still in that state of heightened awareness. You have to readjust your mentality to the crowds and noises that you encounter. Those are the things we have to take into consideration when our members come back from deployment. There is an adjustment period, no matter what."

A couple of years ago, the department noticed that there were more than usual deployments, so they created a program for reintegrating and training the employees coming back. "When our servicemember comes back, we've got this book that helps them catch up on what they missed while they were gone," Watson told me.

The servicemember also gets to pick a liaison who will remain in contact and keep him or her current on everything happening in the department. The returning servicemember also has someone to touch base with if there has been a lot of change-over. "When the servicemembers come back to us, they're still connected," said Watson.

Watson herself was somewhat disoriented when she came back to almost an entirely new group of staff after her deployments. "It's not just the department that can change in a year," she told me. "The city changes. We make it as easy and streamlined as we can so our returning servicemembers don't come home and feel lost."

Rose added that another factor the department considers is how servicemembers give and receive communication after being immersed in military

culture. Watson agreed: "When you're immersed in military culture, you speak a totally different language. And it doesn't matter what branch you're in, you understand that language. But then you come home and have to learn another kind of language for talking to civilians. And it's not exactly that you have to relearn it as much as regaining what you forgot."

Wheat Ridge PD also goes above and beyond to support its military employees by allowing them extra leave: Servicemembers are allotted 19 days a year for training and weekend drills. The department wants to do everything it can to make Wheat Ridge an appealing workplace for veterans and current servicemembers. "Because of their jobs in the military and their deployments, they have great life experience that can translate into public service," Rose explained.

As a sergeant, Watson supervises a team of officers. Her team responds to calls for service, conducts traffic enforcement and directive patrols, and generally remains on the lookout for anything suspicious. Watson's job is to make sure her team members do what they are supposed to do. She checks their reports for accuracy and answers their questions. She also acts as a mentor to them. "When we get busy, I'll roll my sleeves up and take calls for service, myself," she said. "It's definitely a team thing. One team, one fight."

Of all the skills she acquired in the military, Watson feels that, by far, her leadership skills have enabled her to do her job well. "The military teaches leadership to young people at a low level; and, as they progress in the ranks, they just keep building on it and building on it," she said.

Watson added that the quick decision-making she learned in the military has helped her make snap judgments when needed in her civilian career. "It's not too often in a civilian workplace that you have a person who was in a combat zone – fighting and making decisions on 'shoot or don't shoot,'" she said. Watson feels that people who have had this sort of responsibility are much better suited for critical law-enforcement jobs that require one to function well under pressure. "I think they have the ability to cope better under that stress than someone who's never been in a situation like that before."

Watson's advice for transitioning servicemembers and those who have been out for a while: "Make sure you get an education. Take advantage of your benefits." She also encourages veteran job seekers always to work on their leadership skills. "Being able to think critically and make decisions is important. And know yourself. Know yourself, know your limitations, and be able to accept them."

For those just coming out of the military, Watson says, "If you feel like you've got things bothering you, you need to seek out that help. It's tough; but if you don't do it early on, it can really inhibit you later." She encourages veterans to be true to themselves. "If law enforcement is the career that you truly want, you need to go after it. Don't be swayed if it doesn't work out right away, or if you are told 'no'. Each time, you learn a little more about the process. Don't be afraid to take those risks." ♦

*Elizabeth Stetler is assistant editor and production manager of Search & Employ® and a veteran of the United States Army. Contact her at [estetler@recruitmilitary.com](mailto:estetler@recruitmilitary.com).*

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# Schlumberger



Opportunities in Law Enforcement

Continued from Page 6

be found in occupations that typically require a high school diploma or equivalent. Two detailed occupations in SOC 33-000 require a postsecondary education: Firefighters (SOC 33-2011) and First-Line Supervisors of Fire Fighting and Prevention Workers (SOC 33-1021).

Among Protective Services Occupations, 16 of 22 had median annual wages above that for all wage and salary workers – \$34,750 in May 2012. The highest median wage was for First-Line Supervisors of Police and Detectives (SOC 33-1012), \$78,270; while the lowest was for Lifeguards, Ski Patrol, and other Recreational Protective Service Workers (SOC 33-9092), \$18,950.

**Police and detectives** pursue and apprehend individuals who break the law, and then issue citations or give warnings. They spend a large proportion of their time writing reports and maintaining records of incidents they encounter. Most police officers patrol their jurisdictions and investigate any suspicious activity they notice. Sheriffs and deputy sheriffs enforce the law on the county level. Sheriffs usually are elected to their posts and perform duties similar to those of a local or county police chief.

State police officers, sometimes called state troopers or highway patrol officers, arrest criminals statewide and patrol highways to enforce motor-vehicle laws and regulations. State police officers often issue traffic citations to motorists. At the scene of an accident, an officer may direct traffic, give first aid, and call for emergency equipment.

State highway patrols operate in every state except Hawaii. Most full-time sworn personnel are uniformed officers who regularly patrol and

What's the difference?

PROBATION & PAROLE

**PROBATION** is a court-ordered period of correctional supervision in the community, generally as an alternative to incarceration. In some cases, probation can be a combined sentence of incarceration followed by a period of community supervision. **PAROLE** is a period of conditional supervised release in the community following a prison term. It includes parolees released through discretionary or mandatory supervised release from prison, those released through other types of post-custody conditional supervision, and those sentenced to a term of supervised release.

respond to calls for service. Others work as investigators, perform court-related duties, or carry out administrative or other assignments.

According to the BLS, about 780,000 people work as police and detectives. Police Officers (SOC 33-3050) protect lives and property. Detectives and Criminal Investigators (SOC 33-3021), who are sometimes called agents or special agents, gather facts and collect evidence of possible crimes.

Education requirements range from a high school diploma to a college degree. Most police and detectives must graduate from their agency's training academy before completing a period of on-the-job training. Candidates must be United States citizens, usually at least 21 years old, and able to meet rigorous physical and personal qualifications.

Local agencies employ about 80 percent of police and detectives; state police agencies, about 12 percent; and federal agencies, about 6 percent. Most of them work in cities with more than 25,000 inhabitants. The BLS expects the employment in the occupation to grow 5 percent between 2012 and 2022, slower than the average for all occupations.

Job opportunities in most local police departments will be favorable for qualified individuals, while competition is expected for jobs in state and federal agencies, according to the BLS. Population growth is the main source of demand for police services. Bilingual applicants with college training in police science or with military police experience will have the best opportunities.

The number of job opportunities can vary from year to year and from place to place, depending in large part on the level of government spending. Layoffs are unusual because most staffing cuts can be handled through attrition due to retirements. Trained law enforcement officers who lose their jobs because of budget cuts usually have little difficulty finding jobs with other agencies.

**Correctional Officers and Jailers** (SOC 33-3012) guard individuals who have been arrested and are awaiting trial or who are serving time in a jail, reformatory, or prison. There are nearly 500,000 such employees, with the number expected to grow by 5 percent between 2012 and 2022. About 60 percent work in state institutions, including prisons, prison camps, and youth correctional facilities. Most of the remainder work in city and county jails. In recent years, private organizations have taken over a lot of the staffing of prisons.

Support staff personnel include dispatchers, records technicians, animal-control officers, evidence and investigative technicians, parking enforcement officers, financial clerks, office managers, and administrative assistants.

**ON THE JOB.** Police and detective work can be very dangerous and stressful. Police officers and detectives have one of the highest rates of on-the-job injury and illness. In addition to the obvious dangers of confrontations with criminals, police officers and detectives need to be constantly alert and ready to deal appropriately with a number of other threatening situations. Many law enforcement officers witness death and suffering resulting from accidents and criminal behavior. A career in law enforcement may take a toll on their private lives.

Uniformed officers, detectives, agents, and inspectors usually are scheduled to work 40-hour weeks, but paid overtime is common. Shift work is necessary because protection must be provided around the clock. Junior officers frequently work weekends, holidays, and nights. Police officers and detectives may work long hours during investigations. Officers in most jurisdictions, whether on or off duty, are expected to be armed and to exercise their authority whenever necessary.

The jobs of some federal agents, such as those in the Secret Service and the Drug Enforcement Administration (DEA), require extensive travel, often on short notice. These agents may relocate a number of times over the course of their careers. Some special agents, such as those in the Border Patrol, may work outdoors in rugged terrain and all kinds of weather.

Continued on Page 32

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## Opportunities in Law Enforcement

Continued from Page 30

► **EDUCATION AND TRAINING.** State and local agencies encourage applicants to take courses or training related to law enforcement after high school. Many entry-level applicants for police jobs have completed some formal postsecondary education, and a significant number are college graduates.

Many junior colleges, colleges, and universities offer programs in law enforcement or administration of justice. Many agencies pay all or part of the tuition for officers to work toward degrees in criminal justice, police science, administration of justice, or public administration – and pay higher salaries to those who earn one of those degrees.

Before their first assignments, officers usually go through a period of training. Recruits at state and large local police departments get training in their agencies' police academies, often for 12 to 14 weeks. Recruits at small agencies often attend a regional or state academy.

Training includes classroom instruction in constitutional law and civil rights, state laws and local ordinances, and accident investigation. Recruits also receive training and supervised experience in patrol, traffic control, use of firearms, self-defense, first aid, and emergency response.

Federal agencies require a bachelor's degree, related work experience, or a combination of the two. Federal law-enforcement agents undergo extensive training, usually at the Marine Corps base in Quantico, Virginia, or the Federal Law Enforcement Training Center in Glynco, Georgia.

Candidates should enjoy working with people and meeting the public. Personal characteristics such as honesty, sound judgment, integrity, and a sense of responsibility are especially important in

law enforcement, so candidates are interviewed by senior officers, and their character traits and backgrounds are investigated. In some agencies, a psychiatrist interviews candidates, or the candidates get a personality test. Most applicants receive polygraph (lie detector) exams and drug testing. Some agencies subject sworn personnel to random drug testing as a condition of continuing employment.

The requirements for federal agents are generally more stringent, and the background checks are more thorough. There are polygraph tests as well as interviews with references. Jobs that require security clearances have additional requirements.

► **PROMOTION AND PAY.** Police officers usually become eligible for promotion after a probationary period ranging from six months to three years. In large departments, an officer may advance to detective or be assigned a specialty such as working with juveniles. Agencies usually promote officers to the ranks of corporal, sergeant, lieutenant, and captain according to their positions. Those positions depend on scores on written examinations as well as on-the-job performance.

The median annual wage for police and detectives was \$58,980 in 2012. Federal agents are on the General Schedule (GS) pay scale of the United States Office of Personnel Management – for details, see [www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2015/general-schedule/](http://www.opm.gov/policy-data-oversight/pay-leave/salaries-wages/2015/general-schedule/). Most begin at the GS-5 or GS-7 level. As agents meet time-in-grade and knowledge and skills requirements, they move up the scale. Most agents at and above GS-13 are in managerial positions.

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G4S offers room to grow in many different directions. Employees have the chance to move up to positions of senior management, or they can acquire roles supervising large regions.

The company recognizes that veterans have the right training and attitude to succeed in the security business. Their skills, in many cases, translate perfectly to the services G4S provides its clients. Veterans make up more than 25 percent of all G4S employees in the United States, and can be found at all levels of the company, from entry-level positions to senior management. G4S has

hired more than 12,000 veterans since August of 2011 in partnership with the White House's Joining Forces campaign.

**A VETERAN SUCCESS | JADE MESSAM**

Jade Messam separated from the United States Army Reserve as a first lieutenant, after serving four years as a military police officer. She joined G4S in 2014 and is currently a custom protection officer. She can attest to the fact that the skills she acquired in the Reserve carry over into her civilian career. "As a person with military experience, I have proven abilities and skills in several areas, including leadership, security skills, and an understanding of technology," she said.

Her current position is not a far cry from what she did in the military. "My job requires a lot of the very same skills I learned in the military," she said. "I have responsibility, post orders that must be followed, and I work among a group of others who have similar military experience. So that's nice. I deal with people all day long, so my people skills and communication are essential for my success.

"I think my military background helps me to be a successful security officer for several reasons. As a member of the military, I had experience in working efficiently under pressure, and I gained



▲ G4S CUSTOM PROTECTION OFFICER JADE MESSAM SAYS USING TECHNOLOGY IS AN IMPORTANT PART OF HER JOB AND THE MILITARY HELPED PREPARE HER FOR THE WORK. PHOTO COURTESY OF G4S

a respect for procedures. Both of these skills and capabilities are essential in the private security industry."

Messam advises servicemembers who are seeking civilian jobs to target veteran-friendly employers. "I would suggest they reach out to companies such as G4S who welcome veterans and help them transition," she said. "Just apply and work your way in. There is a culture of appreciation here for veterans, and they support us

with military service in the National Guard and reserves. Also, my advice would be to have someone look at your resume to make sure the language you are using speaks to private industry."

She encourages servicemembers to be aggressive when it comes to post-military employment: "Reach out to those you know and get your resume ready. It was nice that I found a company that honored my skills and capabilities — plus helped me maintain my leadership role in the Reserve." ♦

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# An Entrepreneur's Story

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INVICTA CHALLENGE, a new venture founded by a veteran of the United States Marine Corps, combines video games, comics, and toys to tell true leadership stories that will get kids reading. INVICTA has scheduled its product launch for November 2015, selling through Barnes & Noble, Amazon, AAFES, and other retailers; and with its interactive games available on iTunes and Google Play.

Jim Murphy, who served in the Corps from 1995 to 2003, founded the company in 2014. Murphy is CEO; and Pete Lisowski, a Marine veteran with eight years of service, is director – sales and operations. Murphy was an infantry officer and separated as a captain. Lisowski was a CH-53 pilot and operations officer. INVICTA is headquartered in Los Angeles. Murphy's goal was to create a for-profit company that reflects the values and mindset that he learned in the Marine Corps. What does that mean? Acting with integrity, focusing on the job at hand, and ensuring that the company develops its people.

What does Murphy do at INVICTA? "I do what every entrepreneur does – everything," he said. "Don't kid yourself if you are thinking about starting a business. It is harder than you can imagine, but also more rewarding than you would expect."

INVICTA is looking for veterans who can help them create more games and get them out to the world. The company especially need designers, sales people, and operational support.

"We deeply value military experience," said Lisowski, "and we believe that properly directed and supported veterans can make much better employees than civilians. We want to help veterans make a successful transition to the civilian world. They can stay with us for 30 years, or they can gain experience with us and start their own company, or they can work with us and then go elsewhere. As long as they support veterans, we are happy."

Murphy pointed out that people do not often associate Marines with toys. "There are few Marines in the toy and game industries," he said. "I hired the only other one I know of, in fact."

Things came together quickly for INVICTA Challenge. "Our first milestone was to meet the Barnes & Noble buyer at the Dallas Toy Show in October 2014," said Murphy. "She liked what we were putting together enough to ask us to come out to New York City. We built the sales effort from there, but the next big milestone was when we were one of the winners of the Veterans' Business Battle in Houston. These were the key milestones – getting buyer interest, and then finding a way to get the capital to make a business."

Murphy recalled his own days as a job seeker, having to overcome military stereotypes. "It was a bit of a challenge to convince hiring managers at creative companies that I was not a hierarchical drone," said Murphy. "I had to convince them with my passion and knowledge, and with my sense of



PHOTO COURTESY OF JIM MURPHY

humor. For example, when they asked me why I joined the Marine Corps, I told them that it was the closest thing to the Jedi Knights I could find."

He said it is important for a servicemember to have a plan when looking for a civilian career. "Figure out something you love, and then learn everything you can about how that business works. It could be fire-arms or it could be cooking, but find people who do that for a living and call them or email them. You have to have the courage to reach out to these people, too. Do not be afraid to talk to people."

You must also persevere. "I can outlast most everyone around me, whether it's getting ready for licenser pitch or running a booth at a trade show," said Murphy. "You will have that advantage. You also get very good at psychology in the military –

figuring out someone's motivation and needs and factoring that into your approach to them.

"Persistence – a key military trait – helped me find my first civilian job. If you want to be successful, find a field you love that has growth opportunities, and get a position there. Mission focus and professionalism have been key to my success. I also benefited from the MBA program at the University of Southern California. They are very supportive of veterans at the undergrad and graduate levels."

Another attitude that Murphy developed in the military has paid off as he has built his own business. "In the Marine Corps, failure was never an option," he said. "Entrepreneurs need to have the same attitude."

Murphy said that a certain type of veteran will be successful no matter what he or she wants to do. "There are two types of people in the military," he said. "Some people want to test themselves in an environment that 98 percent of their fellow citizens don't have the stomach for. Others, sadly, relish being told what to wear, what to eat, and where to go. The latter will fail on the outside. Decide to be the former, and decide on your post-military mission. Then go out and achieve that mission."

As for working at INVICTA Challenge, Murphy encourages job seekers to get to know the company first. "Spend some time to understand what we do and why we do it, and then show us how you would help us do that better," he said. "Tell us an INVICTA story that we should be making. Tell us how we can reach a bigger or better market. Show us how you will be a force multiplier for our team." ♦

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## CHRISTINA CHERRY

"If you want a school where they really care about you, Touro is the place for you," says Christina. A former Navy Seabee, Christina earned her Bachelor of Science degree in Business Management at NYSCAS. A member of Sigma Beta Delta International Business Honor Society, she is currently employed by the Veterans Administration.



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## IT OPPORTUNITIES

by LISA MILLER



## YOUR GUIDE TO INDUSTRIAL AND OCCUPATIONAL EMPLOYMENT STATISTICS

VETERAN HIRING LEADERS STRONGLY ADVISE JOB SEEKERS TO DO A LOT OF RESEARCH BEFORE APPLYING FOR EMPLOYMENT. ONE ASPECT OF JOB RESEARCH IS EMPLOYER-SPECIFIC – CHECK EMPLOYERS' WEBSITES, SEARCH THE INTERNET FOR COMMENTS ON THOSE EMPLOYERS, TALK TO PEOPLE WHO WORK FOR THEM, ETC.

Another aspect is field-specific. What is the employment situation in the field that interests you? What are the prospects for employment? Is the field growing? Is the pay good, and will it get better?

### WHAT IS THE FIELD?

You can think of "the field" in either of two ways – as an occupation or as an industry. So, if someone says that he or she is interested in "a job in information technology," that could mean:

- working in an IT occupation for a company that is in the IT industry – for example, as a systems-software research engineer for a manufacturer of computer hardware
- working in a IT occupation for a company that is not in the IT industry – e.g., as a web developer/designer for a manufacturer of sporting goods
- working in a non-IT occupation for a company that is in the IT industry – e.g., as a financial analyst for a producer of software

### TERMS AND CODES

In my view, most job seekers should research both the occupations and the industries that interest them. And when the research turns to statistics, job seekers need to understand how certain terms and numerical codes are used.

*Search & Employ®* cites occupational and industrial employment statistics compiled by the Bureau of Labor Statistics (BLS), a part of the United States Department of Labor. For occupational statistics, the BLS uses a system of names and numerical codes called the Standard Occupational Classification and Coding Structure (SOC; [www.bls.gov/soc/major\\_groups.htm](http://www.bls.gov/soc/major_groups.htm)). For industrial statistics, the BLS uses the North American Industry Classification System (NAICS; [www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012](http://www.census.gov/cgi-bin/sssd/naics/naicsrch?chart=2012)).

### OCCUPATIONS

The SOC lists 23 "major groups" of occupations. The major groups are divided into 97 "minor groups"; which, in turn, are divided into 461 "broad groups." The latter consist of 840 "detailed occupations." In the following discussion, I use computer-related occupations as examples.

The groups and occupations have six-digit codes. The highest-level codes consist of two digits other than zero, followed by four zeroes. In the next level down, a non-zero digit replaces the first zero. This pattern continues, with successive digits other than zero representing successively narrower classifications.

- **First two digits: major groups.** which include Computer and Mathematical Occupations, SOC 15-0000.
- **Third digit: minor groups.** SOC 15-0000 consists of two minor groups: SOC 15-1100, Computer Occupations; and SOC 15-2000, Mathematical Science Occupations. NOTE: SOC 15-1100 has an extra non-zero digit because that occupation was changed from "Computer Specialists," which had an SOC code of 15-1000.
- **Fourth and fifth digits: broad groups.** SOC 15-1100 consists of six broad groups: SOC 15-1110, Computer and Information Research Scientists; SOC 15-1120, Computer and Information Analysts; SOC 15-1130, Software Developers and Programmers; SOC 15-1140, Database Administrators and Network Architects; SOC 15-1150, Computer Support Specialists; and SOC 15-1190, Miscellaneous Computer Occupations.
- **Sixth digit: detailed occupations.** SOC 15-1150 consists of two detailed occupations: SOC 15-1151, Computer User Support Specialists; and SOC 15-1152, Computer Network Support Specialists.

### INDUSTRIES

NAICS is a 2- through 6-digit hierarchical classification system, offering five levels of detail. Each digit in the code is part of a series of progressively narrower categories, and the more digits in the code signify greater classification detail. The first two digits designate the economic sector, the third digit designates the subsector, the fourth digit designates the industry group, the fifth digit designates the NAICS industry, and the sixth digit designates the national industry. The 6-digit level allows for the three countries participating in NAICS – the United States, Canada, and Mexico – each to have country-specific detail.

In the discussion below, I use Information categories as examples.

- **Two digits: sectors,** which include NAICS 51, Information.
- **Three digits: subsectors.** NAICS 51 consists of six subsectors: NAICS 511, Publishing Industries (except Internet); NAICS 512, Motion Picture and Sound Recording Industries; NAICS 515, Broadcasting (except Internet); NAICS 517, Telecommunications; NAICS 518, Data Processing, Hosting, and Related Services; and NAICS 519, Other Information Services.
- **Four digits: industry groups.** NAICS 517 consists of four industry groups: NAICS 5171, Wired Telecommunications Carriers; NAICS 5172, Wireless Communications Carriers (except Satellite); NAICS 5174, Satellite Telecommunications; and NAICS 5179, Other Telecommunications.
- **Five digits: NAICS industries.** NAICS 5179 consists of one NAICS industry of the same name and an NAICS code of 51791.
- **Six digits: United States industries.** NAICS 51791 consists of two United States industries: NAICS 517911, Telecommunications Resellers; and NAICS 517919, All Other Telecommunications.♦

Lisa Miller is a national account executive at RecruitMilitary. Contact her at [lmiller@recruitmilitary.com](mailto:lmiller@recruitmilitary.com).



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## Opportunities in **Information Technology**

### From PSYOP to Marketing

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People who work at Red Hat are passionate about their work, they are highly collaborative, and they hold one another accountable – all traits that will feel familiar to veterans. Red Hat does not have a military structure, but the company helps all new hires learn how to get work done in its open culture.

#### A VETERAN SUCCESS | BRIAN DAYMAN

Brian Dayman served for nine years in the United States Army before separating as a staff sergeant. His was a psychological operations sergeant. He planned, coordinated, and executed radio, TV, and print programs to counter extremist ideologies.

Dayman started his career at Red Hat earlier in 2015. As a marketing specialist, he works with marketing managers to spread the word about the company.

During his job search, Dayman realized that his military background gave him skills that are coveted by a lot of companies. "Being deployed in Iraq, Afghanistan, and Africa has definitely helped me to sell myself as someone who works well under pressure, knows how to work on teams,

and has a relentless attention to detail," he said. "Those are skills that were relevant to many of the job postings that I saw."

His leadership experience has also played a role. "Being a leader in the military has helped me to understand how to work on teams, which often means being assertive, balancing multiple priorities, and managing expectations with others," he said.

But that's not all. "Having a strong sense of duty has helped me to take initiative and do what needs to be done, even when the operational tempo is high," he said.

Dayman enjoys working at Red Hat because he can contribute in a lot of ways. "Red Hat is great because it allows you to contribute to many different projects," he said. "For veterans, this creates opportunities to let your unique sense of discipline and grit shine through when it's time to get the job done."

He cautions transitioning and veteran job seekers not to spend too much job-hunting time online. "Be wary of getting trapped on Google during your job search," he said. "Spend half of your time doing research online, but after that reach out to a veteran mentor organization. They can connect you to people in your respective industry who can help to get your resume in front of the right people. "Start reaching out to people in your field of interest. Ask them what surprised them about the industry. Solicit their advice. This can give help to paint a much clearer picture of what your ideal post-military career path is."

As for working at Red Hat, Dayman said that veterans need to make sure they do their research. "Do your homework," he said. "Understand what makes the company's value proposition unique, and you will in turn be able to define your own unique value within the organization."

### From Marine Sergeant to IT Director

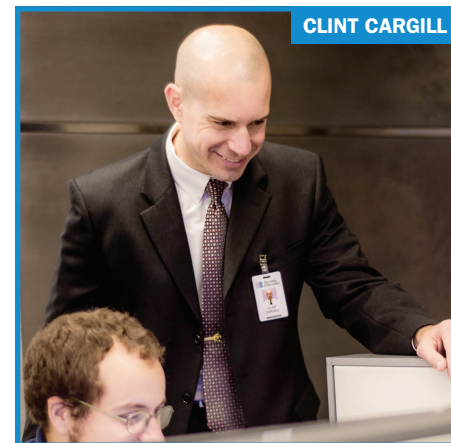
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**The Reynolds and Reynolds Company** was founded in Dayton, Ohio, in 1866 as a printer of business forms. By 1927, the company had begun to serve automotive retailers with standardized accounting forms. By the turn of the 21st century, Reynolds was well established as provider of a dealership management system, business forms, and professional consulting services.

Reynolds is still headquartered in Dayton, and it has major operations in Celina, Ohio; and Houston and College Station, Texas. Additionally, Reynolds operates in Canada, the United Kingdom, and continental Europe. Worldwide, the company employs more than 4,300 people.

Reynolds has employment opportunities available in Dayton, Houston, and College Station, ranging from customer service and product support to marketing, sales, IT, software development, and recruiting. Reynolds also has sales and consulting positions available nationwide.

The company has a recruiter on staff who focuses on recruiting, hiring, and transitioning veterans into professional civilian life. Reynolds shares its open positions with transition counselors at military bases across the nation, posts open positions on military-specific job boards, and attends military-to-civilian career fairs throughout the year. Veterans find Reynolds' corporate culture to be similar



PHOTOS COURTESY OF REYNOLDS AND REYNOLDS

to that of the military: a professional environment built by strong leadership and a strong work ethic.

Reynolds has actively recruited veterans for more than 30 years. The company has found that veterans demonstrate high levels of professionalism and a commitment to excellence – characteristics that Reynolds looks for in every associate. In addition, many job seekers with military experience have developed soft skills – such as a sense of determination and leadership experience – that can be harder to find than technical skills that can be taught on the job.

#### A VETERAN SUCCESS | CLINT CARGILL

"Those soft skills are valuable to organizations," said Clint Cargill, director of IT operations at Reynolds. "Don't sell yourself short."

He also noted that many veteran job seekers

Continued on Page 42

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## Opportunities in **Information Technology**

Continued from Page 40

demonstrate greater commitment to a job – a difference that can set them apart. “Veterans typically get that every job is important, no matter how seemingly small or insignificant,” he said. “Veterans recognize leadership wouldn’t ask them to do something that wasn’t important.”

Cargill was a sergeant in the United States Marine Corps from 1994 to 1998, with a military occupational specialty of small computer systems specialist. His role included PC support, basic networking, and account administration.

He joined Reynolds in 1999 as a desktop support technician at College Station. Within a year, he transferred to Houston, and later was promoted to supervisor of desktop support. With a “first to arrive, last to leave” mentality, Cargill steadily worked his way up within the company, becoming group supervisor of PC support in 2001 and manager in 2002.

In 2006, Reynolds promoted Cargill to director and transferred him to company headquarters in Dayton. His responsibilities included bringing IT operations in-house, helping with plans to build a data center on site, and hiring talent to fill open positions. In 2008, the company named him Reynolds Director of the Year in Dayton for his efforts in building the in-house IT team and his work with the data center.

When Cargill had decided to transition to civilian life, he did not know exactly what the next step was. But when Reynolds reached out to him, he knew he had to seize the opportunity. “Aside from literally wanting to salute anyone in a suit and tie, the transition at Reynolds was relatively easy,” he said.

He related immediately to the professional environment across the organization, the discipline required for completing the work, and the continuous training opportunities. And, although his new role as a desktop support technician included many of the same responsibilities he held in his

MOS role, he still had to overcome a skills gap.

Instead of focusing on all of the unknowns, Cargill turned to what he did know: He knew how to work hard. He knew how to learn new skills. And he knew he had the drive to get the job done. “My goal was – and continues to be – to do my job well,” he said. From the start, I showed management I could handle the additional responsibilities.”

That attitude paid off. Cargill’s commitment to working hard and getting the job done right the first time was recognized by the company’s leadership, and he was rewarded with a number of promotions, transfers, and awards. Cargill also noted that, because Reynolds has a tradition of promoting from within and recognizing hard work, veterans relate to the structure within the company. “You have to consistently perform at a high level to be given more responsibility and earn a promotion,” he said. “I see great people around me getting those opportunities every day.”

Cargill attributes much of his success in the corporate world to simply and consistently displaying that he could be trusted with additional responsibilities, much like a servicemember moving up the ranks. “Over the years, it was not my technical skills that helped me with my career,” he concluded. “That’s not what I leaned on. I relied on my work ethic and professionalism. I learned how to do tasks on my own. Whether you’re the IT guy for the battalion or you’re the tank driver, the skills you possess are valuable in a civilian role.”

Whether interviewing job seekers or observing them in the halls, Cargill easily identifies those with military service. “It’s evident in how they stand to greet you and shake your hand,” he said. “My advice to veterans looking to transition to civilian life is to maintain that military professionalism. You don’t need to change who you are.”

## From Petroleum Supply to Tech Training

### **LEVEL 3 COMMUNICATIONS**

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**LEVEL 3 COMMUNICATIONS** is a global communications provider headquartered in Broomfield, Colorado, north of Denver. The company has core locations in Atlanta; Littleton, Colorado; O’Fallon, Missouri; Phoenix; and Tulsa. It employs more than 13,000 personnel around the world, and has an enterprise value of \$30 billion.

Level 3 provides data, security, video, voice, and unified communications services to enterprise, government, and carrier customers. The company has extensive fiber networks on three continents – connected by undersea facilities. Level 3 reaches more than 500 markets in over 60 countries.

The company needs people skilled at software development, cybersecurity, IT, engineering, provisioning, data analytics, project management, and technician roles. More than half of its employees work on the technology side in roles ranging from IT and network architects to software engineering and Internet protocol operations.

Level 3 actively seeks to hire military talent by recruiting at military job fairs and bases across the country. The company is looking for three traits – attitude, a desire to learn, and technical aptitude. Veterans possess those traits as well as discipline, military training, and integrity, making them a good fit for telecommunications and Level 3’s struc-

tured environment.

Level 3 has a Veteran Employee Resource Group (VERG), which enables employees to create their own support group and community. The VERG advises the business on how to best meet the needs of veteran employees and hosts the Buddy Program, which pairs new veteran employees with seasoned Level 3 veterans. This program helps new employees transition into civilian life personally and professionally.

Among the company’s training units is the Ops Tech Academy, which offers a 10-week training program that combines classroom work with on-the-job training. It begins with three weeks of intensive coursework and ends with two practical rotations, before participants are placed in a position within the company. After a year of working at Level 3, students officially graduate from the program. The program has been called the “basic training” of Level 3.

### **A VETERAN SUCCESS | LEIF OLSEN**

Leif Olsen runs the Ops Tech Academy. He spent two years of active service in the United States Army, two years in the National Guard, and four years in the Reserve. He separated as a specialist. While on active duty, he worked with petroleum supply. In the National Guard, he worked with Huey helicopters.

He is now a talent management consultant with Level 3, an Ops Tech Academy trainer, and a live training facilitator. He joined the company in 2000, gaining experience in the Technical Service Center and the Network Operations Center. He switched to sales training in 2011 and took over as the lead trainer of Ops Tech Academy in January 2013.

Olsen did not find immediate success when he left the military. But he trusted his skill set and experience.

## Opportunities in **Information Technology**



LEIF OLSEN

PHOTOS COURTESY OF LEVEL 3 COMMUNICATIONS

“I’m not sure if my transition was normal or not,” he said. “When I got out, I applied to a few airlines at Denver International Airport to refuel aircraft, but nothing panned out. I applied for the Denver Police Department, but that also didn’t materialize. Eventually, through the help of temp agencies, I found myself working in a technical field and started networking to grow my career. I think being raised by an Army officer and being exposed to military life helped me understand the military and how it operated. And while in the military, I knew that networking and asking questions would help in any career opportunity.”

One key to finding success in the civilian world is flexibility, according to Olsen. “I am discovering

through the Ops Tech Academy program that background, skills, and experience are only a small part of what managers are looking for,” he said. “Don’t get into a rut that you think you have to do what you did in the military in the civilian world. I have had waitresses, landscapers, and school teachers come into Level 3 and be successful because of their motivation and energy. I have seen communications techs, infantry, officers, and enlisted individuals in the same classroom, starting a successful new career at Level 3 because of their dedication.”

As a matter of fact, the technical skills Olsen learned in the military did not translate directly to his current job. “Not much petroleum supply needed in telecom,” he said. “However, the life skills learned in the military such as drive, determination, and problem solving have helped me get ahead in my career.

“Punctuality, hierarchal organization/command structure, and accountability were huge in the military, and still benefit me in my job today. It’s important to be on time, deliver on your commitments, understand and support management and executives, and be responsible for your own actions.”

Olsen likes that veterans get a lot of support at Level 3. “I believe the resource groups are the best example of support for veterans at Level 3,” he said. “The VERG is continuously sponsoring events, bringing awareness, and hosting activities for veterans and all employees to create a healthy community feeling and provide a strong network of support.”

Olsen knows the importance of having the right attitude when looking for a career. “Be patient; something may not present itself in the civilian world as readily or obviously as opportunities in

Continued on Page 44

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### Opportunities in Information Technology

Continued from Page 43

the military," he said. "Be aware; know your rights as a veteran and be sure to familiarize yourself with VA benefits. Be positive; a good attitude can often push a decider onto your side of the fence." He recommends that veterans who are interested in working at Level 3 bring several qualities to the table: "Energy: Managers are looking for highly motivated employees. The excitement you show in an interview can make a huge difference. Motivation: You don't necessarily have to have job-specific

skills for many starting positions. Show motivation to learn and opportunities will open up. Network: Reach out to anyone willing to help or offer advice in your transition. Get tips from other veterans who have been in the workplace for a while. Ask advice from non-veterans on what has helped make them successful. Thirst: Be eager to learn all that you can. Ask questions about your position, the organization, goals to meet, and performance objectives. The more you absorb, the better an asset you can be."

### From Navy to MSC

**MILITARY SEALIFT COMMAND**  
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**Headquartered in Norfolk**, the United States Navy's Military Sealift Command (MSC) provides ocean transportation to the Department of Defense. MSC operates about 110 non-combatant, civilian-crewed ships that conduct specialized missions around the world, move military cargo and supplies, and replenish Navy ships.

Military Sealift Command's workforce consists of more than 9,500 people, most of whom serve at sea. MSC is currently looking to fill seagoing vacancies in the following departments: deck, engine, supply, culinary, and communications. Their biggest hiring needs are for first officers, first assistant engineers, and chief radio electronics technicians. There are also shore-side vacancies in various departments.

More than 40 percent of MSC's workforce have military experience, and the organization focuses on recruiting veterans. MSC attends military-specific job fairs throughout the year and visits with veteran representatives to educate them on the openings, processes, and benefits of MSC employment. MSC also hosts its own military-specific hiring events aboard Navy ships to reach sailors approaching their discharge dates.

MSC knows that veterans make good employees because their skills and experiences, such as discipline and respect for the chain of command, are critical for success at sea. Other traits imperative to the organization's mission are cooperation, support, and teamwork. In addition, veterans are accustomed to being away from home for extended periods of time.

Veterans are familiar and comfortable with MSC's structured and regimented work environment, though it is more relaxed than that of the military. The camaraderie can be hard to find in other civilian workforce environments. Veterans can also appreciate the job security, federal benefits, rapid advancement opportunities, and paid leave that comes with MSC employment.

**A VETERAN SUCCESS** | **ALFRED ALEXANDER BROWNE JR.**  
 Alfred Alexander Browne Jr. separated from the Navy as a petty officer 2nd class after 10 years of service. "I was responsible for maintaining and repairing the communications and navigational electronic equipment onboard naval ships," he said. MSC hired Browne in 2012 as a first radio electronics technician, and recently promoted him to chief radio electronics technician. "I am directly responsible to the ship's communications officer for maintaining the local area network, electronic key management system, radio electronic equipment, and administrative duties," he said. Browne discovered MSC while serving in the Navy. "I was departing from my second command, the de-



PHOTOS COURTESY OF U.S. NAVY / MC1 JOSHUA HAMMOND

commissioned USS Nassau," he said. "I had to take a helicopter from the Nassau to the USNS Kanawha. I talked with a couple of the MSC guys, and I was immediately intrigued with the opportunity."

When he went to work at MSC, it helped that he was already familiar with the equipment in use by the organization. "Most of the equipment I worked on in the Navy is prevalent in MSC," he said. "It was, for the most part, a smooth transition in terms of dealing with the electronic equipment."

He was also able to adjust quickly to a life at sea. "Both MSC and the Navy are seagoing jobs," Browne said. "MSC is actually more of a seagoing job than the Navy. I have done two deployments with the Navy, and the routines I learned there have helped me adjust with MSC. I have learned to have a nonchalant attitude when it comes to adversity and handle it with poise."

His advice to those still in the service is to work on their education. "Get your journeyman certifications done, and also get your degree," he said. "It will help you immensely in getting recruited in MSC or any private company looking for someone with our skill set."

Preparation is also key. "Make sure you have all your ducks in a row," he said. "Take care of all your medical situations in advance. Attend the TAP class so you can learn how to present yourself to civilian job opportunities – because the military language doesn't translate all the time in the civilian world. You should make two copies of all documents you have before you get out, including your DD-214."

He believes that MSC is a good place for veterans for many reasons: "If you didn't have a chance to retire from active duty, you can buy your federal time back and continue your journey towards federal retirement," he said. "If you do happen to retire, there is another opportunity to retire and have two paychecks coming in for the rest of your life after time served. You also have a lot more freedom in MSC than the Navy."

He encourages anyone interested in MSC to get rolling now. "The whole process takes anywhere from four to six months. I would also say get help writing your federal resume and your knowledge and skill assessment (KSA) questions so you can look great for the job." ♦

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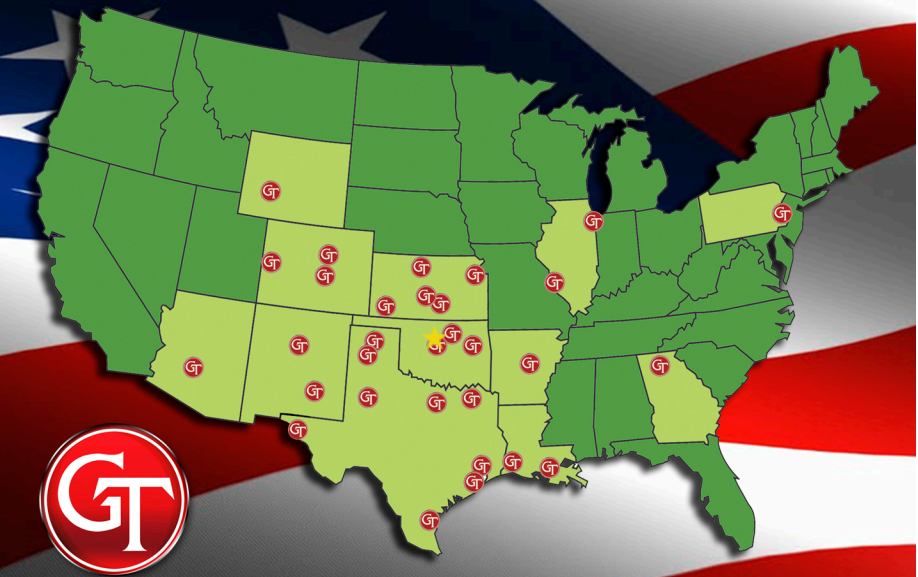



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Allied Barton Security Services ADT Advantage Security, Inc. Anderson Security Agency, Ltd Anne Arundel County, MD, Police Department Austin Police Department Baytown, TX, Police Department Baltimore City Police Department Baltimore County Police Department Bay Alarm Company Brinks Inc Broward County, FL, Sheriff's Office Burbank, CA, Police Department Central Intelligence Agency (CIA) Central Oklahoma Juvenile Center Cincinnati Police Department Colorado Springs Police Department City of Sacramento Police Department Constellis Group Dayton, OH, Police Department DC Metropolitan Police Department Federal Bureau of Prisons Federal Bureau of Investigation (FBI) Farmers Branch, TX, Police Department First Security Services Florida Highway Patrol Gavin de Becker & Associates, L.P. Glendale, CA, Police Department Interface Security Systems, LLC Internal Security Associates Kent Security Services, Inc. Long Beach, CA, Police Department Louisville Metro Police Department Loomis Services Us, LLC Maryland Department of Public Safety and Correctional Services Minneapolis Police Department Missouri Department of Corrections Mutual Security Services Nevada Department of Public Safety Personnel New Castle County, DE, Police Department Orleans Parrish, LA, Sheriff's Office Oklahoma Highway Patrol Pierce County, WA, Sheriff's Department Point 2 Point Global Security Raleigh, NC, Police Department Riverside County, CA, Sheriff Sacramento County Sheriff's Department St. Petersburg, FL, Police Department San Bernardino County, CA, Probation Department San Diego County Sheriff's Department State of California Highway Patrol Texas Department of Public Safety The East Mesa Group The GEO Group, Inc. Toledo Police Department U.S. Capitol Police U.S. Citizenship and Immigration Services U.S. Customs and Border Protection U.S. Department of Homeland Security U.S. Drug Enforcement Administration U.S. Secret Service U.S. Security Associates Universal Services of America Wheat Ridge, CO, Police Department Whelan Security Company	<a href="http://www.alliedbarton.com/AboutUs/HireOurHeroes.aspx">www.alliedbarton.com/AboutUs/HireOurHeroes.aspx</a> <a href="http://www.adt.com/">www.adt.com/</a> <a href="http://www.advantagesecurityinc.com/">www.advantagesecurityinc.com/</a> <a href="http://andersonsecurity.com/">http://andersonsecurity.com/</a> <a href="http://www.aacounty.org/police">www.aacounty.org/police</a> <a href="http://www.austintexas.gov/department/austin-police-department-recruiting">www.austintexas.gov/department/austin-police-department-recruiting</a> <a href="http://www.baytown.org/police">www.baytown.org/police</a> <a href="http://www.baltimorepolice.org/">www.baltimorepolice.org/</a> <a href="http://www.baltimorecountymd.gov/Agencies/police/">www.baltimorecountymd.gov/Agencies/police/</a> <a href="https://www.bayalarm.com/">https://www.bayalarm.com/</a> <a href="http://www.brinks.com/">www.brinks.com/</a> <a href="http://www.sheriff.org">www.sheriff.org</a> <a href="http://www.burbankca.gov">www.burbankca.gov</a> <a href="https://www.cia.gov/careers">https://www.cia.gov/careers</a> <a href="http://www.ok.gov/oja/COJC/Careers/">www.ok.gov/oja/COJC/Careers/</a> <a href="http://www.cincinnati-oh.gov/police/about-police/employment-internships/">www.cincinnati-oh.gov/police/about-police/employment-internships/</a> <a href="http://www.crimestop.net">www.crimestop.net</a> <a href="http://www.sacpd.org">www.sacpd.org</a> <a href="http://constellisgroup.com/">http://constellisgroup.com/</a> <a href="http://www.cityofdayton.org/departments/police/">http://www.cityofdayton.org/departments/police/</a> <a href="http://mpdc.dc.gov/">http://mpdc.dc.gov/</a> <a href="http://www.bop.gov">www.bop.gov</a> <a href="http://www.fbijobs.gov/">www.fbijobs.gov/</a> <a href="http://farmersbranchtx.gov/">http://farmersbranchtx.gov/</a> <a href="https://www.firstsecurityservices.com/">https://www.firstsecurityservices.com/</a> <a href="http://www.flhsmv.gov/thp/">www.flhsmv.gov/thp/</a> <a href="http://gavindebecker.com/main/">http://gavindebecker.com/main/</a> <a href="http://glendaleca.gov/">http://glendaleca.gov/</a> <a href="http://www.interfacesystems.com/">www.interfacesystems.com/</a> <a href="http://www.isa.us.com/">www.isa.us.com/</a> <a href="http://www.kentsecurity.com/">www.kentsecurity.com/</a> <a href="http://www.longbeach.gov/police/">www.longbeach.gov/police/</a> <a href="http://www.louisvilleky.gov/LMPDRecruiting/">www.louisvilleky.gov/LMPDRecruiting/</a> <a href="http://www.loomis.us/">www.loomis.us/</a> <a href="http://www.dpscs.state.md.us/employment/">www.dpscs.state.md.us/employment/</a> <a href="http://www.minneapolismn.gov/police/recruiting/index.htm">www.minneapolismn.gov/police/recruiting/index.htm</a> <a href="http://doc.mo.gov/DHS/Recruit.php">http://doc.mo.gov/DHS/Recruit.php</a> <a href="http://www.4mutual.com/">www.4mutual.com/</a> <a href="http://dps.nv.gov/HR/All/Employment/">http://dps.nv.gov/HR/All/Employment/</a> <a href="http://www.ncde.org/260/Police-Careers">www.ncde.org/260/Police-Careers</a> <a href="http://www.opcs.org">www.opcs.org</a> <a href="http://www.dps.state.ok.us/ohp/tngct/ohpweb/index.html">www.dps.state.ok.us/ohp/tngct/ohpweb/index.html</a> <a href="http://www.co.pierce.wa.us/">www.co.pierce.wa.us/</a> <a href="http://p2pgsi.net/">http://p2pgsi.net/</a> <a href="http://www.joinraleighpd.org/">www.joinraleighpd.org/</a> <a href="http://www.riversidesheriff.org/">www.riversidesheriff.org/</a> <a href="http://www.sacsheriff.com/">www.sacsheriff.com/</a> <a href="http://www.stpete.org/police/employment/">www.stpete.org/police/employment/</a> <a href="http://www.sbcounty.gov/probation">www.sbcounty.gov/probation</a> <a href="http://www.joinsdsheriff.net/">www.joinsdsheriff.net/</a> <a href="https://www.chp.ca.gov/">https://www.chp.ca.gov/</a> <a href="http://www.txdps.state.tx.us">www.txdps.state.tx.us</a> <a href="http://www.theeng.org">www.theeng.org</a> <a href="http://www.geogroup.com/hiringheroes">www.geogroup.com/hiringheroes</a> <a href="http://www.toledopolice.com/">www.toledopolice.com/</a> <a href="http://www.uscapitolpolice.gov/">www.uscapitolpolice.gov/</a> <a href="http://www.uscis.gov/careers">www.uscis.gov/careers</a> <a href="http://www.cbp.gov/">www.cbp.gov/</a> <a href="http://www.dhs.gov/careers">www.dhs.gov/careers</a> <a href="http://www.justice.gov/dea/careers/occupations.shtml">www.justice.gov/dea/careers/occupations.shtml</a> <a href="http://www.secretservice.gov/join/careers/">www.secretservice.gov/join/careers/</a> <a href="http://www.ussecurityassociates.com">www.ussecurityassociates.com</a> <a href="http://www.universalpro.com/">www.universalpro.com/</a> <a href="http://www.ci.wheatridge.co.us/447/Recruitment">www.ci.wheatridge.co.us/447/Recruitment</a> <a href="http://www.whelansecurity.com/">www.whelansecurity.com/</a>

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First Data Corporation	<a href="http://www.firstdata.com/en_us/about-first-data/careers-home/commitment-to-our-veterans.html">www.firstdata.com/en_us/about-first-data/careers-home/commitment-to-our-veterans.html</a>
Genesis10	<a href="http://www.genesis10.com/">www.genesis10.com/</a>
Infosys	<a href="http://www.infosys.com/">www.infosys.com/</a>
Iron Mountain	<a href="http://www.ironmountain.com">www.ironmountain.com</a>
Microsoft Corporation	<a href="https://careers.microsoft.com/">https://careers.microsoft.com/</a>
NJVC	<a href="http://www.njvc.com/">www.njvc.com/</a>
Oracle Corporation	<a href="http://www.oracle.com/us/corporate/careers/diversity/veterans-programs/overview/index.html">www.oracle.com/us/corporate/careers/diversity/veterans-programs/overview/index.html</a>
Planned Systems International, Inc.	<a href="http://www.plan-sys.com">www.plan-sys.com</a>
Seagate Technology	<a href="http://www.seagate.com">www.seagate.com</a>
Abacus Technology Corporation	<a href="http://www.abacustech.com/">www.abacustech.com/</a>
Adobe Systems Incorporated	<a href="http://www.adobe.com/careers">www.adobe.com/careers</a>
Apple, Inc.	<a href="http://www.apple.com/">www.apple.com/</a>
Atrium Tech Solutions	<a href="http://atriumtechsolutions.com/">http://atriumtechsolutions.com/</a>
Base2 Solutions	<a href="http://base2s.com/">http://base2s.com/</a>
BMC Software, Inc.	<a href="http://www.bmc.com">www.bmc.com</a>
Canon Information Technology Services, Inc.	<a href="http://www.cits.canon.com">www.cits.canon.com</a>
CDK Global	<a href="http://www.cdkglobal.com/">www.cdkglobal.com/</a>
Charles River Analytics	<a href="https://www.cra.com/">https://www.cra.com/</a>
Ciber	<a href="http://www.ciber.com/us/">http://www.ciber.com/us/</a>
Cincom Systems, Inc.	<a href="http://www.cincom.com/about/">www.cincom.com/about/</a>
Computer Sciences Corporation (CSC)	<a href="http://www.csc.com/salutes">www.csc.com/salutes</a>
Dahill	<a href="http://dahill.com/">http://dahill.com/</a>
Digital Ocean	<a href="https://www.digitalocean.com/">https://www.digitalocean.com/</a>
DLT Solutions, LLC	<a href="http://www.dlt.com/">www.dlt.com/</a>
EdgeRock Technology Partners	<a href="http://www.edgerock.com/">www.edgerock.com/</a>
Epicor Software Corporation	<a href="http://discover.epicor.com/us/erp/gg/epicor-overview-1R4-2795BQ.html">http://discover.epicor.com/us/erp/gg/epicor-overview-1R4-2795BQ.html</a>
ESRI, INC.	<a href="http://www.esri.com">www.esri.com</a>
FDM Group	<a href="http://www.fdmgroup.com/us/it-services/">www.fdmgroup.com/us/it-services/</a>
GoDaddy.com	<a href="https://www.godaddy.com/">https://www.godaddy.com/</a>
Google Inc.	<a href="http://www.vetnethq.com/">www.vetnethq.com/</a>
Groupon	<a href="https://jobs.groupon.com/">https://jobs.groupon.com/</a>
Halfaker	<a href="http://www.halfaker.com/">www.halfaker.com/</a>
Horizon Retail Solutions	<a href="http://www.kcx.com/">www.kcx.com/</a>
Hortonworks	<a href="http://hortonworks.com/">http://hortonworks.com/</a>
HotSchedules	<a href="http://www.hotschedules.com">www.hotschedules.com</a>
Hyland Software, Inc.	<a href="https://www.onbase.com/">https://www.onbase.com/</a>
IBM	<a href="http://www.ibm-veterans.jobs/">www.ibm-veterans.jobs/</a>
Infinite Resource Solutions, LLC	<a href="http://www.infiniter.com/">www.infiniter.com/</a>
Information Resources, Inc	<a href="http://www.iriworldwide.com/en-US/home">www.iriworldwide.com/en-US/home</a>
IntePros Federal	<a href="http://www.inteprosfed.com">www.inteprosfed.com</a>
Intific, Inc.	<a href="http://www.intific.com/">www.intific.com/</a>
Intuit, Inc.	<a href="http://www.intuit.com/">www.intuit.com/</a>
Koniag Government Services Sector	<a href="http://www.koniag.com/business-subsidiaries/technology-services/">www.koniag.com/business-subsidiaries/technology-services/</a>
LaSalle Learning Center	<a href="http://www.lasallecomputer.com">www.lasallecomputer.com</a>
LCS	<a href="http://www.rentmanager.com">www.rentmanager.com</a>
LeaderQuest	<a href="http://www.leaderquest.net">www.leaderquest.net</a>
Lifelock, Inc.	<a href="http://www.lifelock.com">www.lifelock.com</a>
Loch Harbour Group	<a href="http://www.lochharbour.com">www.lochharbour.com</a>
LS Technologies, LLC	<a href="http://www.lstechllc.com">www.lstechllc.com</a>
Medidata Solutions, Inc.	<a href="https://www.mdsol.com/">https://www.mdsol.com/</a>
Mega Technologies, Inc.	<a href="http://www.megatechnologiesinc.com/">www.megatechnologiesinc.com/</a>
Mortiles LLC	<a href="http://www.mortiles.com">www.mortiles.com</a>
MSDOnline Inc.	<a href="http://www.msdsonline.com">www.msdsonline.com</a>
Mythics, Inc.	<a href="http://www.mythics-inc.com">www.mythics-inc.com</a>
NetApp	<a href="http://www.netapp.com">www.netapp.com</a>
NTT DATA Inc.	<a href="http://www.nttdata.com">www.nttdata.com</a>
Nvidia	<a href="http://www.nvidia.com">www.nvidia.com</a>
OST	<a href="http://ostglobal.com/">http://ostglobal.com/</a>
PLANIT Group, LLC	<a href="http://www.planitgroup.com">www.planitgroup.com</a>
Pomeroy	<a href="http://www.pomeroy.com">www.pomeroy.com</a>
Red Hat, Inc.	<a href="http://www.redhat.com">www.redhat.com</a>
Smartbridge	<a href="http://smartbridge.com">http://smartbridge.com</a>
Software AG, Inc.	<a href="http://www.softwareag.com">www.softwareag.com</a>
SQL Sentry	<a href="http://www.sqlsentry.net">www.sqlsentry.net</a>
SRA International	<a href="http://www.sra.com">www.sra.com</a>
Strategic Resolution Experts, Inc.	<a href="http://www.sreinc.us/">www.sreinc.us/</a>
Symantec Corporation	<a href="http://www.symantec.com">www.symantec.com</a>
SyTech Corporation	<a href="http://www.sytech.com">www.sytech.com</a>
Texas Instruments	<a href="http://careers.ti.com">http://careers.ti.com</a>
The Reynolds and Reynolds Company	<a href="http://www.reyrey.com/careers/military.asp">www.reyrey.com/careers/military.asp</a>
Tolt Solutions	<a href="http://www.toltsolutions.com">www.toltsolutions.com</a>
Travisoft and AssetWorks	<a href="http://www.travisoft.com">www.travisoft.com</a>
TRIUMVIR	<a href="http://triumvircorp.com/">http://triumvircorp.com/</a>
Yardi Systems Inc	<a href="http://www.yardi.com">www.yardi.com</a>

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The telecommunications firms and agencies listed below have demonstrated their commitment to recruiting veterans by using RecruitMilitary products and services. We encourage all men and women with military backgrounds who are interested in careers in telecommunications to consider these organizations. All of the URL's below are live links in the digital replica of Search & Employ®. You can access the digital magazine as well as PDF's of this issue and back issues from <http://rmvets.com/SearchEmploy>.

AT&T Incorporated	<a href="http://att.jobs/military.aspx">http://att.jobs/military.aspx</a>
Charter Communications	<a href="http://www.charter.com">www.charter.com</a>
Comcast Corporation	<a href="http://corporate.comcast.com/careers">http://corporate.comcast.com/careers</a>
Frontier Communications	<a href="http://www.frontier.com/careers/military-careers">www.frontier.com/careers/military-careers</a>
Level 3 Communications	<a href="http://www.level3.com/en/about-us/careers/">www.level3.com/en/about-us/careers/</a>
Mastec Network Solutions	<a href="http://www.mastecnetworksolutions.com/en/careers/">www.mastecnetworksolutions.com/en/careers/</a>
Nexus	<a href="http://www.nexus.com">www.nexus.com</a>
Time Warner Cable Inc.	<a href="http://jobs.timewarnercable.com/content/military">http://jobs.timewarnercable.com/content/military</a>
Verizon Wireless	<a href="http://www.verizon.com/about/careers/we-salute-you/">www.verizon.com/about/careers/we-salute-you/</a>

5Linx Enterprises Inc.	<a href="http://5linx.com/company/careers/">http://5linx.com/company/careers/</a>
Aviat Networks	<a href="http://us.aviatnetworks.com/">http://us.aviatnetworks.com/</a>
Black Box Network Services	<a href="http://www.blackbox.com/">www.blackbox.com/</a>
Bowlin Group LLC	<a href="http://www.bowlingroup.com">www.bowlingroup.com</a>
Broadband Specialists, Inc.	<a href="http://www.bscicable.com/">www.bscicable.com/</a>
Cablevision	<a href="http://www.cablevision.com/careers/">www.cablevision.com/careers/</a>
Cellular Sales of Virginia LLC	<a href="http://www.cellularsales.com">www.cellularsales.com</a>
CenturyLink	<a href="http://www.centurylink-veterans.jobs/">www.centurylink-veterans.jobs/</a>
Cincinnati Bell Inc.	<a href="http://cincinnati.bell.jobs/">http://cincinnati.bell.jobs/</a>
Commindex Consulting, LLC	<a href="http://www.commindex.com/careers">www.commindex.com/careers</a>
Contingent Network Services, LLC	<a href="http://www.contingent.net/">http://www.contingent.net/</a>
Cox Communications, Inc.	<a href="http://www.cox.com/aboutus/careers.cox">www.cox.com/aboutus/careers.cox</a>
DirectTV	<a href="http://directv-veterans.jobs/">http://directv-veterans.jobs/</a>
DISH Network Corporation	<a href="http://careers.dish.com/military/?WT.svl=button-row-button">http://careers.dish.com/military/?WT.svl=button-row-button</a>
EF Johnson Technologies, Inc.	<a href="http://www.efjohnson.com/about/careers">www.efjohnson.com/about/careers</a>
End2End Technologies	<a href="http://www.end2endtechnologies.com/">http://www.end2endtechnologies.com/</a>
ETAK Systems, Inc.	<a href="http://www.etaksystems.com">www.etaksystems.com</a>
Finley Engineering Company, Inc.	<a href="http://www.fecinc.com/careers/current-opportunities">www.fecinc.com/careers/current-opportunities</a>
GCATS Telecom	<a href="http://www.gcatsbx.com">www.gcatsbx.com</a>
Ifone Inc	<a href="http://www.ifoneinc.com">www.ifoneinc.com</a>
Integrated Communication Solutions, Inc.	<a href="http://www.icscorp.com">www.icscorp.com</a>
Johnston Technical Services Inc	<a href="http://www.jts.net">www.jts.net</a>
LGS Innovations	<a href="http://www.lgsinnovations.com/careers">www.lgsinnovations.com/careers</a>
Logix Communications	<a href="http://www.logix.com">www.logix.com</a>
Lotus Communications Corp.	<a href="http://www.lotuscorp.com">www.lotuscorp.com</a>
Multiband Corporation	<a href="http://www.multibandusa.com">www.multibandusa.com</a>
NBCUniversal	<a href="http://www.nbcunicareers.com/">www.nbcunicareers.com/</a>
Phoenix of Tennessee, Inc.	<a href="http://www.phoenixoftn.com">www.phoenixoftn.com</a>
Safari Telecom	<a href="http://www.safaritelecom.com/">www.safaritelecom.com/</a>
Sprint	<a href="http://www.sprint.com">www.sprint.com</a>
Suddenlink Communications	<a href="http://www.suddenlink.com">www.suddenlink.com</a>
System Integrators	<a href="http://www.systemintegrators.net">www.systemintegrators.net</a>
Tangoe, Inc.	<a href="https://tangoe.careers.silkroad.com/">https://tangoe.careers.silkroad.com/</a>
Technica Corporation	<a href="http://www.technicacorp.com">www.technicacorp.com</a>
Telecommunication Solutions Group, Inc.	<a href="http://www.telcomsg.com/about/Careers.aspx">www.telcomsg.com/about/Careers.aspx</a>
Teleperformance	<a href="http://www.teleperformance.com">www.teleperformance.com</a>
T-Mobile	<a href="http://www.tmobile.jobs">www.tmobile.jobs</a>
TollFreeForwarding.com	<a href="http://www.tollfreeforwarding.com/content/career.html">www.tollfreeforwarding.com/content/career.html</a>
UltiSat Inc.	<a href="http://www.ultisat.com/content/careers">www.ultisat.com/content/careers</a>
US Cellular	<a href="http://www.uscellular.jobs">www.uscellular.jobs</a>
Wireless Communications, Inc	<a href="http://wirelessinc.com">http://wirelessinc.com</a>
Wireless Workforce, Inc.	<a href="http://thewirelessworkforce.com/">http://thewirelessworkforce.com/</a>



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## RESEARCH GUIDE

by RICK JONES



## YOUR RESEARCH GUIDE TO A CAREER IN LAW ENFORCEMENT OR SECURITY

**ENCOURAGE JOB SEEKERS** to use this guide to learn about law enforcement and security and the job opportunities in those fields. All of the URL's below are live links in the digital replica of *Search & Employ*. You can access the digital magazine as well as PDF's of this issue and back issues from <http://rmvets.com/SearchEmploy>.

### STATISTICS

The Bureau of Justice Statistics, a part of the Office of Justice Programs (OJP) branch of the United States Department of Justice, publishes descriptive and statistical information on various kinds of law enforcement agencies. The most recent publications include:

Campus Law Enforcement, 2011-12, published in January 2015

Local Police Departments, 2013: Equipment and Technology, published in July 2015

Local Police Departments, 2013: Personnel, Policies, and Practices, published in May 2015

Sheriffs' Offices, 2007 - Statistical Tables, published in December 2012

Hiring and Retention of State and Local Law Enforcement Officers, 2008 - Statistical Tables, published in October 2012

Federal Law Enforcement Officers, 2008, published in June 2012

Census of Publicly Funded Forensic Crime Laboratories, 2009, published in August 2012

### FEDERAL WEBSITES

Bureau of Alcohol, Tobacco, Firearms and Explosives

Drug Enforcement Administration

Federal Bureau of Investigation

National Security Agency

National Security Division

U.S. Marshals Service

United States Secret Service

### STATE WEBSITES

A non-government website, "The Official Directory of State Patrol & State Police" ([www.statetroopersdirectory.com/#Menu](http://www.statetroopersdirectory.com/#Menu)) contains links to the official sites of all such agencies.

### PRIVATE COMPANIES

Information on private companies is available from the Bureau of Labor Statistics (BLS), a part of the United States Department of Labor.

The BLS has published projections on employment in an "industry group" called Investigation and Security Services at [www.bls.gov/emp/ep\\_table\\_207.htm](http://www.bls.gov/emp/ep_table_207.htm). That group has an NAICS (North American Industrial Classification System) code of 5616; see "Your Guide to Industrial and Occupational Employment Statistics" in this magazine.

### OCCUPATIONS

The Occupational Outlook Handbook, published by the BLS, has six chapters on Protective Service Occupations. Each chapter covers the nature of the work, the work environment, qualifications, pay, job outlook, similar occupations, and contacts for more information.

[www.bls.gov/ooh/protective-service/correctional-officers.htm](http://www.bls.gov/ooh/protective-service/correctional-officers.htm)

[www.bls.gov/ooh/protective-service/fire-inspectors-and-investigators.htm](http://www.bls.gov/ooh/protective-service/fire-inspectors-and-investigators.htm)

[www.bls.gov/ooh/protective-service/firefighters.htm](http://www.bls.gov/ooh/protective-service/firefighters.htm)

[www.bls.gov/ooh/protective-service/police-and-detectives.htm](http://www.bls.gov/ooh/protective-service/police-and-detectives.htm)

[www.bls.gov/ooh/protective-service/private-detectives-and-investigators.htm](http://www.bls.gov/ooh/protective-service/private-detectives-and-investigators.htm)

[www.bls.gov/ooh/protective-service/security-guards.htm](http://www.bls.gov/ooh/protective-service/security-guards.htm)

Chapters on Community and Social Service Occupations include:

[www.bls.gov/ooh/community-and-social-service/probation-officers-and-correctional-treatment-specialists.htm](http://www.bls.gov/ooh/community-and-social-service/probation-officers-and-correctional-treatment-specialists.htm)

[www.bls.gov/ooh/community-and-social-service/substance-abuse-and-behavioral-disorder-counselors.htm](http://www.bls.gov/ooh/community-and-social-service/substance-abuse-and-behavioral-disorder-counselors.htm)

### VIDEOS

Many police academies have produced videos on academy life. Links to videos on the Virginia State Police Video Channel on YouTube are on: [www.vsp.state.va.us/Employment\\_Trooper\\_Recruitment.shtm](http://www.vsp.state.va.us/Employment_Trooper_Recruitment.shtm).

A link to "The Academy Challenge 2011," a video of the St. Louis County and Municipal Police Academy, is on: [www.stlouisco.com/Lawand-PublicSafety/PoliceAcademy/BasicTraining/AcademyIntroVideo](http://www.stlouisco.com/Lawand-PublicSafety/PoliceAcademy/BasicTraining/AcademyIntroVideo)

### MAGAZINE RACK

To learn about the issues in law enforcement and security, I suggest that you read magazines and view media websites on the subjects. Most of the magazines are available both in print and on line.

#### Publication / Site

American Cop

American Police Beat

Campus Safety Magazine

Corrections.com

CorrectionsOne.com

Homeland1.com

K-9 Cop Magazine

Law and Order

Law Enforcement Product News

Law Enforcement Technology

Law Officer

Officer.com

Police

Police and Security News

Police Fleet Manager

Police K-9 Magazine

PoliceOne.com

Security Dealer & Integrator

Security InfoWatch

Security Management

Security Sales & Integration

Security Technology Executive

Tactical Response

#### Publisher

FMG Publications

American Police Beat

EH Publishing, Inc.

CorrectionsMedia

Praetorian Group

Praetorian Group

Largo Communications

Hendon Publishing Company

Cygnus Business Media

Cygnus Business Media

Penntwell Corporation

Cygnus Business Media

Bobit Business Media

Days Communications Inc.

Hendon Publishing Company

Largo Communications

Praetorian Group

Cygnus Business Media

Cygnus Business Media

ASIS International

EH Publishing, Inc.

Cygnus Business Media

Hendon Publishing Company

#### Link

<http://americancopmagazine.com>

[www.apbweb.com](http://www.apbweb.com)

[www.campussafetymagazine.com](http://www.campussafetymagazine.com)

[www.corrections.com](http://www.corrections.com)

[www.correctionsone.com/news/](http://www.correctionsone.com/news/)

<http://www.homeland1.com/>

<http://www.k9copmagazine.com/>

[www.hendonpub.com/law\\_and\\_order](http://www.hendonpub.com/law_and_order)

<http://lepn.epubxp.com/i/581119-oct-nov-2015>

<http://let.epubxp.com/i/579430-oct-2015>

[www.lawofficer.com](http://www.lawofficer.com)

[www.officer.com](http://www.officer.com)

[www.policemag.com](http://www.policemag.com)

<http://policeandsecuritynews.com/>

[www.hendonpub.com/police\\_fleet\\_manager](http://www.hendonpub.com/police_fleet_manager)

[www.policek-9magazine.com/](http://www.policek-9magazine.com/)

[www.policeone.com](http://www.policeone.com)

<http://sdi.epubxp.com/i/586542-oct-2015>

[www.securityinfowatch.com](http://www.securityinfowatch.com)

[www.securitymanagement.com](http://www.securitymanagement.com)

[www.securitysales.com](http://www.securitysales.com)

<http://securitytechnologyexecutive.epubxp.com/i/28812-security-technology-executive>

[www.hendonpub.com/tactical\\_response](http://www.hendonpub.com/tactical_response)

Rick Jones is vice president of sales at RecruitMilitary and a former master gunnery sergeant in the United States Marine Corps. Contact him at [rick@recruitmilitary.com](mailto:rick@recruitmilitary.com).

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[www.questdiagnostics.com/home/about/careers](http://www.questdiagnostics.com/home/about/careers)

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- Warehousing
- Sales
- IT
- Accounting
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- 401k
- Tuition reimbursement
- Profit sharing



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[www.dealertire.com/careers](http://www.dealertire.com/careers)

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### RESEARCH GUIDE

by JASEN WILLIAMS



## YOUR RESEARCH GUIDE TO A CAREER IN INFORMATION TECHNOLOGY OR TELECOMMUNICATIONS

**I ENCOURAGE JOB SEEKERS** to use this guide to learn about information technology and telecommunications and the job opportunities in those fields. All of the URL's below are live links in the digital replica of *Search & Employ*®. You can access the digital magazine as well as PDF's of this issue and back issues from <http://mmvets.com/SearchEmploy>.

### EMPLOYMENT / OUTPUT TABLE

The Bureau of Labor Statistics (BLS), a part of the United States Department of Labor, has published projections on employment in the Information sector of the economy for the years 2012 through 2022; visit [www.bls.gov/emp/ep\\_table\\_207.htm](http://www.bls.gov/emp/ep_table_207.htm). That sector has an NAICS (North American Industry Classification System) code of 51. For an explanation of NAICS codes, see “Your Guide to Industrial and Occupational Employment Statistics” in this magazine.

### INDUSTRY SUBSECTORS

The BLS describes the Information sector on an “Industries at a Glance” page at [www.bls.gov/iag/tgs/iag51.htm](http://www.bls.gov/iag/tgs/iag51.htm). That page provides various statistics, including employment, unemployment, and openings, hires, and separations; employment by occupation; earnings and hours; earnings by occupation; and numbers of establishments.

The Information sector has six subsectors, including:

Telecommunications (NAICS 517)	<a href="http://www.bls.gov/iag/tgs/iag517.htm">www.bls.gov/iag/tgs/iag517.htm</a>
Data Processing, Hosting, and Related Services (NAICS 518)	<a href="http://www.bls.gov/iag/tgs/iag518.htm">www.bls.gov/iag/tgs/iag518.htm</a>
The Manufacturing sector includes:	
Computer and Electronic Product Manufacturing (NAICS 334)	<a href="http://www.bls.gov/iag/tgs/iag334.htm">www.bls.gov/iag/tgs/iag334.htm</a>

### OCCUPATIONS

Another BLS publication, the *Occupational Outlook Handbook*, has 10 chapters on Computer and Information Technology Occupations. Each chapter covers the nature of the work, the work environment, qualifications, pay, job outlook, similar occupations, and contacts for more information. The pages are accessible from [www.bls.gov/ooh/computer-and-information-technology/](http://www.bls.gov/ooh/computer-and-information-technology/).

The *Handbook* also has chapters on related occupations:

<a href="http://www.bls.gov/ooh/management/computer-and-information-systems-managers.htm">www.bls.gov/ooh/management/computer-and-information-systems-managers.htm</a>
<a href="http://www.bls.gov/ooh/office-and-administrative-support/desktop-publishers.htm">www.bls.gov/ooh/office-and-administrative-support/desktop-publishers.htm</a>
<a href="http://www.bls.gov/ooh/installation-maintenance-and-repair/computer-atm-and-office-machine-repairers.htm">www.bls.gov/ooh/installation-maintenance-and-repair/computer-atm-and-office-machine-repairers.htm</a>
<a href="http://www.bls.gov/ooh/installation-maintenance-and-repair/telecommunications-equipment-installers-and-repairers-except-line-installers.htm">www.bls.gov/ooh/installation-maintenance-and-repair/telecommunications-equipment-installers-and-repairers-except-line-installers.htm</a>
<a href="http://www.bls.gov/ooh/architecture-and-engineering/computer-hardware-engineers.htm">www.bls.gov/ooh/architecture-and-engineering/computer-hardware-engineers.htm</a>

The April 2013 issue of the BLS online publication *Beyond the Numbers* contains an article “Careers in the Growing Field of Information Technology Services”: [www.bls.gov/opro/btn/volume-2/careers-in-growing-field-of-information-technology-services.htm](http://www.bls.gov/opro/btn/volume-2/careers-in-growing-field-of-information-technology-services.htm)

### PROFESSIONAL ASSOCIATIONS

The Association for Computing Machinery ([www.acm.org](http://www.acm.org)) is an educational and scientific society that provides a digital library and serves its members via publications, conferences, and career resources. Members of the Computer Society of the Institute of Electrical and Electronics Engineers (IEEE), [www.computer.org/portal/web/guest/home](http://www.computer.org/portal/web/guest/home), have free access to more than 3,500 online courses.

### INDUSTRY ASSOCIATIONS

Industry associations are another excellent source of information. The websites of the associations listed below have linked lists of their members, and most of the members' sites have “jobs” or “careers” or “opportunities” pages.

Semiconductor Industry Association	<a href="http://www.semiconductors.org/about_us/member_directory/">www.semiconductors.org/about_us/member_directory/</a>
The Information Technology Industry Council	<a href="http://www.itic.org/about/member-companies.dot">www.itic.org/about/member-companies.dot</a>
Telecommunications Industry Association	<a href="http://www.tiaonline.org/about/member-list">www.tiaonline.org/about/member-list</a>

### MAGAZINE RACK

To learn about the issues, the major players, and the general buzz in IT and telecommunications, I suggest that you read magazines and media websites on the subjects. Most of the magazines are available in print and online.

#### Information Technology

Publication / Site	Publisher	Link
CIO; for chief information officers	International Data Group	<a href="http://www.cio.com">www.cio.com</a>
CNET	CBS Interactive	<a href="http://www.cnet.com">www.cnet.com</a>
CSO; for chief security officers	International Data Group	<a href="http://www.csoonline.com">www.csoonline.com</a>
Computer	IEEE Computer Society	<a href="http://www.computer.org/computer">www.computer.org/computer</a>
Computerworld	International Data Group	<a href="http://www.computerworld.com">www.computerworld.com</a>
Datamation	QuinStreet Enterprise	<a href="http://www.datamation.com/">www.datamation.com/</a>
eWeek	QuinStreet Enterprise	<a href="http://www.eweek.com">www.eweek.com</a>
ExtremeTech	Ziff Davis, LLC	<a href="http://www.extremetech.com">www.extremetech.com</a>
InformationWeek	UBM Tech	<a href="http://www.informationweek.com">www.informationweek.com</a>
InfoWorld	International Data Group	<a href="http://www.infoworld.com">www.infoworld.com</a>
IT Business Edge	QuinStreet Enterprise	<a href="http://www.itbusinessedge.com">www.itbusinessedge.com</a>
ITworld	International Data Group	<a href="http://www.itworld.com">www.itworld.com</a>
Macworld	International Data Group	<a href="http://www.macworld.com">www.macworld.com</a>
Maximum PC	Future US	<a href="http://www.maximumpc.com">www.maximumpc.com</a>
Network World	International Data Group	<a href="http://www.networkworld.com">www.networkworld.com</a>
PC Magazine	Ziff Davis, LLC	<a href="http://www.pcmag.com">www.pcmag.com</a>
PCWorld	International Data Group	<a href="http://www.pcworld.com">www.pcworld.com</a>
Small Business Computing	QuinStreet Enterprise	<a href="http://www.smallbusinesscomputing.com/">www.smallbusinesscomputing.com/</a>
Website Magazine	Website Magazine	<a href="http://www.websitemagazine.com">www.websitemagazine.com</a>

#### Telecommunications

Publication / Site	Publisher	Link
Audio Media International	NewBay Media, LLC	<a href="http://www.audiomediainternational.com">www.audiomediainternational.com</a>
AV Network	NewBay Media, LLC	<a href="http://www.avnetwork.com">www.avnetwork.com</a>
Cablefax	Access Intelligence LLC	<a href="http://www.cablefax.com">www.cablefax.com</a>
CE Pro	EH Publishing	<a href="http://www.cepro.com">www.cepro.com</a>
CED	Advantage Business Media	<a href="http://www.cedmagazine.com">www.cedmagazine.com</a>
for multichannel video program distributor	(MVPD) engineers and engineering managers	
Commercial Integrator	EH Publishing	<a href="http://www.commercialintegrator.com">www.commercialintegrator.com</a>
Multichannel News	NewBay Media, LLC	<a href="http://www.multichannel.com">www.multichannel.com</a>
Telecomfile	Telecomfile	<a href="http://www.telecomfile.com">www.telecomfile.com</a>
TV Technology	NewBay Media, LLC	<a href="http://www.tvtechnology.com">www.tvtechnology.com</a>
Urgent Communications	Penton	<a href="http://http://urgentcomm.com">http://urgentcomm.com</a>
Wireless Design & Development	Advantage Business Media	<a href="http://www.wirelessdesignmag.com">www.wirelessdesignmag.com</a>
Wireless Week	Advantage Business Media	<a href="http://www.wirelessweek.com">www.wirelessweek.com</a>

Jasen Williams is vice president of agency relations at RecruitMilitary and a veteran of the United States Marine Corps. Contact him at [jasen@recruitmilitary.com](mailto:jasen@recruitmilitary.com).

BACK ISSUES | [mmvets.com/searchemploy](http://mmvets.com/searchemploy)



# Let Us Help You Succeed

The AMVETS Warrior Reintegration Project features several programs to help veterans re-adjust back into civilian life:



- AMVETS Career Centers (powered by Call of Duty Endowment)
- Warrior Transition Workshops
- Healing Heroes
- Claims Assistance



# CALL OF DUTY™

ENDOWMENT

[www.AMVETS.org/WarriorReintegrationProject](http://www.AMVETS.org/WarriorReintegrationProject)



# SPECIAL SECTION FOR VETERAN HIRING LEADERS



◀ REPRESENTING TERUMO BCT WERE, LEFT TO RIGHT, LAURA ROYBAL, MICHAEL FREEMYER, MEREDITH MCGRAFFIC, AND MJ TATUM.

have employees out there, we find that beneficial. It's great and allows us to plan for the event."

First Transit measures the success of its veteran hiring initiatives in a couple ways. First, they track the numbers of applicants they get from events that they attend. They also feel that increased visibility for their company is a measure of success. "We want to make sure that these individuals have the opportunity to learn about First Transit – and get those interviews scheduled and get these veterans hired," said Powder.

How do RecruitMilitary

All Veterans Job Fairs fit into their future hiring plans? First Transit is already planning to attend more events. "Visibility is priceless," said Herman. "A lot of people think of our client [customer] names and they don't necessarily think of our name on the back end. So we've created a field recruiting team that allows us to travel around the country and have a greater presence at these events – and build brand recognition with the FirstGroup and First Transit names."

## ▶ Terumo BCT

Next, I spoke with Laura Roybal with Terumo BCT, the largest medical device manufacturer in Colorado and a global leader in blood com-

▼ MICHAEL POWDER AND LINDSAY HERMAN OF FIRST TRANSIT.



ponent and cellular technologies. Hospitals, blood banks, and research facilities use their products. Corporate headquarters are in Lakewood, Colorado.

Terumo BCT has come to three RecruitMilitary events since 2012. Why? Roybal told me this: "We want to target veterans because some of the roles we have really lend themselves to folks coming out of the military – electrical, mechanical, production, manufacturing, supply chain. We have jobs in all of those different areas, and would love to fill them with veterans."

Roybal was a big fan of our Denver event. "The location is outstanding," she said. "It's the middle of town, and we can get to it easily – and candidates can get here easily." Roybal also noted that the attendees were especially stellar: "We are seeing a quality of candidates that we really appreciate. We've had some engineers come through, and that's a huge group in our organization."

Terumo BCT also had a veteran, Michael Freemyer, in its recruiting group at the job fair. The company saw his presence as a way to connect to the candidates, and it proved that veteran success is to be found at Terumo BCT.

Roybal wants to find more employees like Freemyer, whom she described as "very organized and very reliable." She added that the training servicemembers get helps them transition into a very engaged civilian work force.

Terumo BCT also just wants to give back. "We want to bridge that gap between being in the civilian world and being in the military," said Roybal.

The company measures success at job fairs by the number of hires it gets. Terumo BCT also tracks data on work interests of veteran attendees.

Because Terumo BCT wants to hire veterans, the company attends at least one or two public hiring events a year. In addition, Terumo BCT representatives will visit a veterans hospital and plug in with community work-force centers.

Terumo BCT has found that our events are an exceptionally efficient way to find and hire quality veteran talent. "We would absolutely come to a RecruitMilitary event again," said Roybal.

## ▶ Colorado State University

Colorado State University, located in Fort Collins, attended its first RecruitMilitary job fair in 2011, and CSU recruiter Chris Mullen has worked six of our events since 2014. Mullen told me that one of the many reasons he likes our job fairs is that they give him the opportunity to talk with so many veterans – usually between 200 and 400 per event. Mullen, like many others, told me that he "loved the venue" because it holds more interest than a conference room and is easy to find.

# SPECIAL SECTION FOR VETERAN HIRING LEADERS

CHRISTINE GRIMES, LEFT, AND COLLEAGUES ▶ AT THE BALL AEROSPACE BOOTH.

Most schools that participate in our events are looking for students, but CSU was looking for employees. "We have between 100 and 200 jobs available," said Mullen, "anything from admissions to facilities to professors." CSU was hoping to have as many veterans as possible apply to those positions.

Mullen told me that one of the reasons he began to come to our events is the personal approach of Lisa Miller, the RecruitMilitary account executive who works with CSU. "The emails and phone calls are all from her, and it just makes it feel more personal," said Mullen. He appreciates that he has a single point of contact at our company – and how involved she is.

In fact, Mullen told me that he does not normally take calls from recruiting companies. "Lisa reached out to me," he said. "Her warm personality, in addition to the company's mission to get veterans hired, won me over."

CSU likes to hire veterans because the university appreciates their service and has seen that they bring great leadership skills to work. "They're just hard workers," said Mullen. "They don't mind doing the work that needs to be done. And they have transferable skills."

Mullen measures success not just by how many veterans stop by his booth, but also by how many are qualified applicants. "We track how many veterans make it through the hiring process – not just the application," he said. "These events bring highly qualified candidates."

And in the future? CSU has already signed up for the April 2016 RecruitMilitary All Veterans Job Fair in Denver. "We get thousands and thousands of applicants, and we want to hire only the best," Mullen told me.

▼ CHRIS MULLEN OF COLORADO STATE UNIVERSITY.



## ▶ Ball Aerospace & Technologies Corporation

Ball Aerospace designs and manufactures products for government and commercial customers. Those products are as large as complete satellite systems and subsystems, and as small as antennas for personal communication services. Company headquarters are in Boulder, Colorado.

Christine Grimes, the company's representative at our job fair, said, "This is a wonderful event. We're really thrilled to be here." The company had been to one other event, in April 2013.

In Denver, Ball Aerospace was looking to fill 191 requisitions, and most of the population that the company employs is retired military. "These events are the perfect venue for us to find the talent we're looking for," said Grimes. "The folks at RecruitMilitary do a great job in setting up a very talented and polished group of professionals for us to select from."

Grimes explained that the company finds very professional candidates through RecruitMilitary. "Those who have served in the military have highly transferrable skills for our company," she said. "Plus, we're passionate about finding solutions that protect the warfighter, so they are working actively in support of the U.S. government."

When it comes to veteran hiring initiatives, Ball Aerospace measures success through a return-on-investment tracker. The company tracks the number of hires it gets from each event attended.

"We pride ourselves on hiring the top industry talent and creating a broad and diverse workforce," said Grimes.

"We are all about hiring veterans, especially since the U.S. military promotes and teaches different skill sets that are directly transferable and applicable to our business needs. We are thrilled to be at a RecruitMilitary event where

we can find that high-caliber talent. We wouldn't miss this event for anything."

## ▶ Summing Up

The highly personable and knowledgeable recruiters I met have specific hiring goals, and they closely track success according to specific criteria. They come to our events to find high-quality veteran job seekers that they know will be there. Connecting the two sides is what RecruitMilitary is "all about" – as Grimes would put it – and it is always rewarding to see our efforts pay off at these events.

Elizabeth Stetler is assistant editor and production/circulation manager of Search & Employ® and a veteran of the United States Army. Contact her at [estetler@recruitmilitary.com](mailto:estetler@recruitmilitary.com).

by MARY BETH MILLER



## Veteran Hiring Report Available

This past summer, RecruitMilitary conducted a survey on veteran hiring and retention. We emailed the survey to contacts at 112 employers that have

used our products to recruit job candidates who have military backgrounds – transitioning and veteran military, members of the National Guard and reserves, and military spouses and other family members. We received 174 usable responses. Below are the first three of our seven questions and the responses.

● Do you have an existing veteran program? Yes 82%, No 18%.

## DATABASE SNAPSHOT

Database of registered job seekers at [www.recruitmilitary.com](http://www.recruitmilitary.com) on September 28, 2015

708,384 ▶ Registered searchable candidates

### RANK

91.9% ▶ Enlisted personnel  
7.1% ▶ Commissioned Officers  
1.0% ▶ Warrant Officers

### ETHNICITY

59.2% ▶ Caucasian  
23.7% ▶ African-American  
9.8% ▶ Hispanic  
2.2% ▶ Asian  
1.1% ▶ Native American  
4.0% ▶ Other

### GENDER

83.4% ▶ Men  
16.6% ▶ Women

### ACTIVE SECURITY CLEARANCES

55,986 ▶ Secret  
3,065 ▶ Top Secret  
9,979 ▶ Top Secret/SCI Individual has a Top Secret Clearance and is cleared to access Sensitive Compartmentalized Information (SCI)  
278 ▶ L-DOE Clearance granted by the United States Department of Energy  
338 ▶ Q-DOE Clearance granted by the United States Department of Energy; more difficult to obtain than L-DOE  
250 ▶ ISSA Industrial Security Staff Approval

### HIGHEST EDUCATION LEVEL

22.8% ▶ High School  
25.0% ▶ Beyond High School  
7.9% ▶ Professional Certificate  
13.8% ▶ Associate's Degree  
21.6% ▶ Bachelor's Degree  
8.6% ▶ Master's Degree  
0.4% ▶ Doctor's Degree

### SERVICE BRANCH

46.9% ▶ Army  
21.2% ▶ Navy  
16.4% ▶ Air Force  
14.3% ▶ Marines  
1.2% ▶ Coast Guard

by ELIZABETH STETLER



WHAT MAKES DAV/RECRUITMILITARY JOB FAIRS WORTHWHILE FOR THE EMPLOYERS THAT EXHIBIT? WHAT ARE THEY HOPING TO FIND AT OUR EVENTS? WHAT ARE WE DOING OR PROVIDING THAT CANNOT BE FOUND ELSEWHERE?

To find out, I attended our event at Sports Authority Field at Mile High in Denver on August 27. I spoke with recruiters who are relatively new to our job fair

scene – people who have been attending our events for three or fewer years. I was interested in what caused them to begin attending, and how they measure success after the events.

I asked them:

- What brought you to our event?
- How did our representatives influence your decision to come here?
- Why do you like to hire veterans?
- How do you measure success when it comes to your veteran hiring initiatives?
- How do events like this one fit into those plans?

## ▶ First Transit

I spoke first with Lindsey Herman and Michael Powder of First Transit, Inc., which is headquartered in Cincinnati. First Transit provides public bus transportation contracting

and management services in the United States and Canada. The company is a business unit of FirstGroup plc, which is headquartered in Aberdeen, Scotland. First Transit's customers include transit authorities such as federal, state, and local transportation departments as well as private institutions, including universities, hospitals, and airports.

First Transit attended its first RecruitMilitary job fair in 2014, and has attended three events since. In Denver, the company was hoping not only to fill slots, but also to "get their name out there" to as many veterans as possible. "They served our country, and we want to serve them," said Powder.

First Transit has found that our representatives have made it simple and easy to sign up for our events. Their RecruitMilitary account executive, Jeanne Buse, provides all of the information they need via phone and email.

Herman said that RecruitMilitary's nationwide schedule of job fairs is extremely useful because First Transit is a nationwide company. "Another thing we really like is that RecruitMilitary provides information on the numbers of registered attendees that will be at the events," she said. "As a company paying to



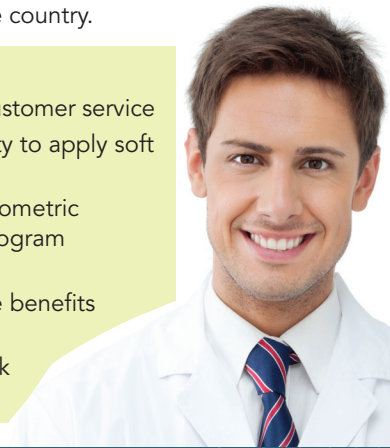
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WHAT TO DO AFTER A 20-YEAR MILITARY CAREER

CRAIG JONES

AFTER A 20-YEAR CAREER IN THE NAVY, I RETIRED AS COMMANDER. I'M NOW MARRIED WITH TWO CHILDREN AND LIVING IN VIRGINIA BEACH, VA.

When I was in the service, I really liked working with people. When I retired, I wanted to continue working with people, but also to be more in control of my time. Going from a Surface Warfare Officer where you're training for combat and sailing on the high seas to working in a suit and tie is a big shift in mentality and processes. I had to prepare for that shift, so I really thought "what do I want to do?" That's what I encourage anyone who's within 12 months of separating or retiring from the service to do. Make a list, like I did. I wanted:

- To help people do things they wouldn't be able to accomplish on their own.
- To stay connected to the military and in some way help current active-duty servicemembers.
- More control and flexibility over my job.
- More time to spend with my family.
- To do something I believed in. I didn't just want a job. I wanted to have the same feeling I had while serving my country in the Navy.

I talked about it with my wife. Because of our experience with First Command as clients, she mentioned becoming a Financial Advisor as an

option. The Financial Advisor role appealed to me because it would let me be my own boss, and I would get to keep working with military folks.

Financial advising may not be for you, but there are plenty of jobs available that can keep you connected to the military. In addition to making your "what do I want to do?" list, there are many other factors to consider when leaving the military:

- Do you have the money to make the weeks or months transition to your new position or to start your own business?
- Are you comfortable getting out and meeting new people? Are you socially active in your community? If so, then take advantage of that. Network!
- Do you believe in what you're going to do? Whether it's selling a product, building a bridge or designing software, really believe in it. Don't just pick a job. Try to make it a career.
- Do you have your spouse's support? Make it a family decision. Working in the private sector is much different than working for the U.S. military.

● Does the position you are applying for offer training or mentorship programs? Do your homework to find out how much/what kind of help you'll get from your new employer.

Finally, have confidence in your own abilities. Many of the skills you've learned and certifications you've received in the military can be transferred to a civilian career.

First Command highly values the work ethic, leadership skills and personal accountability forged in military service. Through our **Squared Away™** initiative, we have committed to recruit more than 2,100 military veterans and spouses over five years. To learn more about career opportunities as a First Command Financial Advisor, visit [www.wehireleaders.com](http://www.wehireleaders.com) or talk to a First Command Recruiter at (877) 601 5783.

**Craig Jones**  
First Command Financial Advisor







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